# Consumer Information Service

CompuServe

## Starter Kit

Including 5 Hours
of Connect Time

5000 Arlington Centre Boulevard
Post Office Box 20212
Columbus, Ohio 43220

CompuServe

# Welcome

Welcome to the CompuServe Consumer Information Service, an innovator in providing on-line information to the consumer.

The service is designed to be quick and easy to use with simple to follow instructions both on-line and in this User's Guide. Weekly, you can read the on-line What's New articles to keep you up to date on the rapidly expanding complement of services, product enhancements and subscriber information. Monthly, you'll receive in the mail CompuServe's Update newsletter focusing on how to get the most out of your Information Service subscription. You'll also receive an introductory subscription to CompuServe's "Online Today" magazine which tracks the development of the videotex and computer industry.

While CompuServe continues to provide updated information each day, you may find that there have been changes since the information provided in this User's Guide was printed. We encourage you to obtain the most current version of this User's Guide.

The information provided in this User's Guide explains how to subscribe to the Consumer Information Service, how to log in and use the various services as well as other useful reference material. We encourage you to familiarize yourself with this guide as it will provide the basic information you'll need to get the most out of your subscription.

To get started, complete your on-line subscription and begin reaping the benefits. You have made a wise investment.

Best Regards,
CompuServe Customer Service

# CompuServe Consumer Information Service Starter Kit Information

Here are answers to the most common questions new users have about the CompuServe Consumer Information Service. This information is accurate as of this printing. CompuServe reserves the right to modify any of its services, offerings, rates, operating rules and service terms at any time in an effort to provide the highest quality information service possible.

## What do I get free on CompuServe?

Within your Starter Kit, you will find a FREE CompuServe SNAPAK containing a User ID number and secret password. Included is five FREE Standard Service connect hours at 300 baud, in the form of an equivalent dollar value time credit, plus the opportunity to sign up as a Consumer Information Service subscriber without an initial subscription charge. As a subscriber, in addition to having full retrieval capabilities and services, you will receive a FREE monthly copy of our UPDATE newsletter which is dedicated to helping you get the most from your Consumer Information Service subscription and a FREE introductory subscription to our "Online Today" magazine which keeps you informed on videotex and computer industry news.

## How can I become a subscriber after I use my free time?

You may become a subscriber during your free time or up to 90 days afterward by logging into the Consumer Information Service and entering your subscription information on-line which includes your name, billing address, telephone number and billing option. Whether you subscribe during your free time or after, once you have completed your on-line information, CompuServe will generate and mail a "second" password to you at the address you entered. (This second password will be effective on the date printed on the password sheet.)

Detailed subscription instructions can be found in this User's Guide under "Subscription Steps." If you follow the subscription steps you will become a subscriber upon the effective date of your second password and be given full service privileges.

## How am I billed for using CompuServe?

Connect time, purchases, supplementary communications surcharges, and/or premium program charges are totalled and billed once a month. You have the following billing options:

- VISA
- MasterCard
- CHECKFREE (U.S. subscribers only)

The VISA or MasterCard option allows your charges to be sent to your VISA or MasterCard account and billed each month on your normal VISA or MasterCard statement. The CHECKFREE option allows your bank to pay your CompuServe charges each month from your bank checking account, after you receive a billing notice from CompuServe. You can view your billing detail while on-line.

## What are the CompuServe Consumer Information Service Rates?

The most current Consumer Information Service rates can be found on-line under User Information.

## Do I have to dial long distance to access CompuServe?

No, not if you live within the local dialing radius of one of the many CompuServe network locations found in most major metropolitan areas within the continental United States. A list of CompuServe network telephone numbers has been included in this User's Guide. Once you become a subscriber, CompuServe also provides access to the Information Service through supplementary networks. Unlike the CompuServe network, which does not incur any additional charge, access through a supplementary network will incur a communications surcharge. The most current information on all the networks can be found on-line under User Information.

## At what baud rate should I set my modem to use the CompuServe Consumer Information Service?

Your computer or terminal and modem should be set at 110 through 300 baud. Communication at 1200 baud is available to subscribers at a higher connect hourly rate.

## What are the times I can use CompuServe?

While using your free time, you can access only during the Standard Service hours from 6 p.m. to 5 a.m. (your local time) Monday through Friday, all day on weekends and announced CompuServe holidays. After your second password that CompuServe mails to you takes effect, you can also access during the Prime Service hours of 8 a.m. to 6 p.m., Monday through Friday at a higher hourly rate.

## Are there any instructional guides I can purchase?

Once your second password is effective you can purchase instructional guides, CompuServe VIDTEX communications software and other CompuServe products while on-line and have them sent to the address CompuServe has on file for you. While using your free time, you can view the items available for sale and their descriptions.

## Where can I get help?

There are a variety of ways to get assistance — many on line! Our more experienced subscribers have found the Forums can be a wealth of information on specific topics such as how to use certain computer equipment features, what programs are available for your type of equipment, what's been developed since a piece of equipment first hit the marketplace, etc. The CB Simulator provides "live" communications with other Consumer Information subscribers who are eager to help. Many of the long-time CBers know of short-cuts they are willing to share or tips on which commands to use for the desired action.

At most on-line prompts, you can obtain a list of commands, information and instructions by entering the word HELP. Some services have their own set of commands and, in most cases using the HELP command provides immediate assistance.

If your question requires CompuServe's attention and/or research, there is a Customer Service staff to assist you. Questions that will require research or your suggestions for improvement are best submitted through the on-line Feedback service which can be found under the User Information menu. You are not billed for your connect time while in Feedback. If you ask a question that requires an answer, you will receive a response via EMAIL from a Customer Service representative within a few days.

Your most immediate problems, such as assistance in logging on, can be directed to the Customer Service staff by telephone. The Customer Service representatives are on duty Monday through Friday from 8 a.m. to midnight and on weekends from 2 p.m. to midnight (Eastern time). There is a call-sequencing device attached to the following numbers which will log your call and direct you to the first available representative.

**614/457-8650** from within Ohio and from outside the contiguous U.S.
**800/848-8990** from outside Ohio and within the contiguous U.S.

# From Customer Service

We'd like to take this opportunity to welcome you to the Consumer Information Service and provide you with some tips to help you get the most out of using our many, many offerings. We know you are anxious to use the service, but if you would first spend the time to familiarize yourself with some of the basics, you will find it very rewarding.

### Tip 1

Use the enclosed User's Guide. This guide is written to help you with subscribing to and using our Service. You'll even find shortcuts which will save you money. The Table of Contents will aid you in finding information on specific subjects.

### Tip 2

The importance of password protection is mentioned several places in this User's Guide. We can't stress strongly enough the need to protect your password. Please read the section on "Your Password" and learn why and what to do for your own protection.

### Tip 3

We recommend that you complete the on-line subscription (sign-up) right away. To become a subscriber, you need to complete this information plus receive a second password in the mail before you have full access to all our services. Most first time users who don't supply the on-line subscription information usually regret the delay when they use up their free time, enter their on-line information and then have to wait for their password and subscriber status. There is no extra charge so why wait?

### Tip 4

Response time is the amount of time from entering a command or a menu selection until the action is taken. Response times can vary on the Service depending on several factors including the number of people using the same offering at the same time. If you are not satisfied with the response time of a specific item, why not use one of the thousands of other services we offer and try the "busy" offering again later. CompuServe constantly monitors response time and strives to keep it to a minimum.

### Tip 5

Before you log on, read the section entitled "Logging Onto The Service" and set up your equipment using that information. Then, once you do log onto the Service, establish your terminal settings (see "Change Terminal Settings"). Your terminal settings allow you to establish how many characters per line your display can handle, upper/lower case and more. Once you make the terminal settings they will be set until you change them.

### Tip 6

"Where do I find. . ." is a question you won't have to ask if you use our on-line Index. It's very easy to use and is explained in this User's Guide under the title "Index."

### Tip 7

If you like to read the "pages" of our informational display in our standard format of 32 characters wide by 16 lines long — skip this tip. If, however, you want to read our pages in a different format, you can. Make a specific line length setting (see "Terminal Settings" in the User's Guide) based on your terminal's capabilities, and use the Scroll command when you choose a menu selection. The Scroll command displays the information at the line length you set without stopping at the end of each page. Read how to use the Scroll command in this User's Guide under "Menu/Navigational Commands."

### Tip 8

Ready to have fun? Here are a few of our most popular services:

- **CB Simulator** Talk to other subscribers "live" by typing lines back and forth to each other. Each person is identified by a "handle" they select. To reach the CB Simulator, enter GO CB at a menu prompt. Instructions for using CB are found in this User's Guide under "CB Simulator" and on-line.

- **The Multiple Choice** Contains fun and challenging selections to test your intelligence, profile your personality, create funny stories by having you fill in the blanks, test your trivia quotient and more. Access The Multiple Choice by entering GO TMC at a menu prompt.

- Visit the **Casino** Play "cards" with other subscribers interactively — you can even select the name you want to be called, such as "Black Bart." This game and many more can be found under the Games selection after you enter GO GAME from a menu prompt.

- **Comp-U-Store** Are you in the market, or thinking about buying a new stereo, video cassette recorder, telephone, crystal, refrigerator or other item? Look into Comp-U-Store. You can view a database of thousands of items for sale all at the lowest prices you'll probably find. To make a purchase you first need to join Comp-U-Store. The membership instructions are easy and on-line but you don't have to join to look!

- **Forums** We have many discussion forums on specific subjects. Under each major area of the service (Home Services, Business and Financial, Personal Computing and Services for Professionals) you will find the selections.

There are many, many fun, informative, serious and interactive services. We doubt you'll ever use them all, but we know you'll have fun trying.

# CompuServe Consumer Information Service Rates

**Effective September 1, 1984**

The following rates apply to CompuServe's Consumer and Executive Information Services. Ⓔ indicates services that are only available through the Executive Information Service.

## Connect Rates (per connect hour)

| | Prime/Daytime | Standard/Evening |
|---|---|---|
| Up to 300 baud: (U.S. and Canada) | $12.50 | $ 6.00 |
| 1200 baud: U.S. and Canada | $15.00 | $12.50 |

Connect time is billed in one minute increments, with a minimum of one minute per session. Connect time rates do not include communication surcharges.

## Monthly Minimum *(Executive Information Service only.)*

A minimum of $10.00 per billing period is applicable beginning in the second billing period.

## Communications Surcharges

| | Prime/Daytime | Standard/Evening |
|---|---|---|
| CompuServe Network | $ .25/hr | $ .25/hr |
| Telenet$^{R}$: | | |
| from contiguous U.S. | 10.00/hr. | 2.00/hr. |
| from Alaska | 15.00/hr. | 15.00/hr. |
| from Hawaii | 14.00/hr. | 14.00/hr. |
| from Puerto Rico | 11.00/hr. | 11.00/hr. |
| TYMNET$^{R}$: | | |
| from contiguous U.S. | 10.00/hr. | 2.00/hr. |
| from Alaska (via ALASKA/NET) | 10.00/hr. | 5.50/hr. |
| from Hawaii | 12.00/hr. | 12.00/hr. |
| from Hawaii, via Western Union | 14.00/hr. | 14.00/hr. |
| from Puerto Rico | 11.00/hr. | 11.00/hr. |
| DataPac (from Canada only): | | |
| through TYMNET gateway | 9.00/hr. | 9.00/hr. |
| through Telenet gateway | 10.50/hr. | 10.50/hr. |
| through CompuServe gateway * | 1.00/hr.* | 1.00/hr.* |

*In addition to the CompuServe communications surcharge, subscribers using this network connection are billed directly by DataPac/Bell of Canada for their access through DataPac. (Contact your local Bell of Canada office for rates.)

Communications surcharges apply only when the respective communications telephone number is used for connection. Each location has the option of dialing through the above communications networks. All rates EXCLUDE long distance and other telephone company charges (e.g. message units).

## On-Line Disk Storage Charges

| | |
|---|---|
| First 128,000 characters | none |
| Additional 64,000 characters<br>(Additional storage is optional.) | $ 4.00/week |

## Transaction/Premium Program Charges

Some programs and databases have charges that are in addition to connect hour charges.

## Line Printer Charges

| | |
|---|---|
| per page* | $ .12 |
| postage & handling per print command | 1.50 |
| minimum charge per print command | 4.00 |

* standard form size - 14⅞" x 11"

## Miscellaneous Charges

| | |
|---|---|
| Billing Detail (upon request) | $ 3.50/report |
| Account reactivation | 10.00 each |
| Returned check | 10.00 each |
| Returned Checkfree payment request (from your bank due to non-sufficient funds) | 10.00/each |

Subscribers are responsible for and will be charged for any overdue account collection expense, including, but not limited to, agent fees, attorney fees, court costs and other associated expenses.

# Business Account Charges

In addition to usage, premium charges, purchases, communications surcharges and other charges generated by each User ID number, the following fees and monthly minimums shall apply. All charges will apply towards the monthly minimum.

| | |
|---|---|
| **Application Fee** (non-refundable) | $ 35.00 |

**Business Account Set Up Charges** *

| | |
|---|---|
| New Consumer Information Service User ID number: | $ 25.00 |

Includes Consumer Information Services User's Guide, network access telephone numbers, subject index and binder. (No free connect time.)

| | |
|---|---|
| New Executive Information Service User ID number: | $ 69.95 |

Includes Executive Information Services User's Guide, network access telephone numbers, subject index, binder and two hours of connect time.

**Monthly Minimum**

| | |
|---|---|
| Per User ID number | $ 10.00 |
| Maximum charge (for 10 User ID numbers or more) | $100.00 |

* Purchase of new User ID numbers are subject to local sales tax, shipping and handling charges.

## Billing Options

**MasterCard and VISA** — Your Information Service charges are reported to your bank account, whichever you select. Each month, you will see your CompuServe charges on your bank card statement. Payment is made to your VISA or MasterCard account. There is no CompuServe billing service charge for this option.

**CHECKFREE (U.S. subscribers only)** — You provide CompuServe with your bank's name, address and routing transit number as well as your checking account number. (Sorry, savings institution checking accounts cannot be accepted.) Then, on a precise day indicated by CompuServe, an electronic request is made to your bank asking that your CompuServe payment be made from your checking account. After the transaction is made by your bank, this payment is indicated on your normal checking account statement. The payment amount, payment date and billing detail are available on-line.

## Hours Of Operation

(determined by local time at location of network connection)

| | |
|---|---|
| Prime/Daytime Service | 8 a.m. to 6 p.m. weekdays. |
| Standard/Evening Service | 6 p.m. to 5 a.m. weekdays, all day Saturdays, Sundays and announced CompuServe holidays. |

Service between 5 a.m. and 8 a.m. weekdays is on an as-available basis and billed at the Standard/Evening Service connect rates.

# Transaction/Premium Program Rates

The following charges apply when the respective program/database is accessed and/or data is retrieved. This rates sheet represents both the Consumer and Executive Information Service's major programs/databases which generate transaction/premium program charges when used. Additional programs/databases may have been added since this printing.

The programs/databases below can be accessed by an Executive Information Service subscriber from within either the Consumer service or through their access to the Consumer Information Service. Areas that are only available through the Executive Information Service are indicated with an Ⓔ.

## Stock Market — Current Day Quotes

| | |
|---|---|
| **Quick Quote database:** | |
| during Daytime/Prime hours | $ .10/issue |
| during Evening/Standard hours | $ .02/issue |
| **Tickerscreen$^{R}$:** Ⓔ | $ .02/issue |
| **Ticker Retrieval:** Ⓔ | |
| during Daytime/Prime hours | $ .10/issue |
| during Evening/Standard hours | $ .02/issue |

## Securities — Historical Information[1]

| | |
|---|---|
| **MicroQuote:** | |
| options profile Ⓔ | $ 1.25/report |
| historical quote per issue (can be downloaded) | $ .03/yesterday's close<br>$ .05/daily quote<br>$ .10/weekly quote<br>$ .15/monthly quote |
| dividends per issue | $ .15/dividend displayed |
| examine an issue | $ 1.25/issue |
| pricing statistics per issue | $ 1.25 for up to 260 days information<br>$ 2.50 for >260 days information |
| portfolio evaluation | $ 1.00/evaluation + $.05/issue |
| return analysis Ⓔ | $ .50/report + $.15/issue |
| stock market highlights | $ .10 to .50 each |
| bonds listing Ⓔ | $ .05/bond |
| CUSIP/ticker symbol lookup | $ .25/lookup for <26 issues listed |
| **screening** Ⓔ | |
| during Daytime/Prime hours | $10.00/screen + $.25/company displayed |
| during Evening/Standard hours | $ 5.00/screen + $.25/company displayed |
| **color charting** | |
| Videotex compatible graphics for 17 days/weeks/months | $ .15/chart |
| Telidon & NAPLPS compatible graphics for 60 days/weeks/months | |
| during Daytime/Prime hours | $ 1.00/chart |
| during Evening/Standard hours | $ .50/chart |

## Investment Support

| | |
|---|---|
| **Value Line Data Base II:** [1] | |
| income statement | $ .40/year displayed |
| balance sheet | $ .40/year displayed |
| sources/uses of funds | $ .40/year displayed |
| key ratios | $ .40/year displayed |
| quarterly reports Ⓔ | $ 1.60/report |
| forecasts | $ 1.60/report |
| data retrieval | $ .10/data item [2] |

**Disclosure II:** [1] Ⓔ

| | |
|---|---|
| full company record | $10.00 |
| company name and address | $ 2.00 |
| company profile | $ 4.70 |
| SEC filings | $ 2.30 |
| officers and directors | $ 4.70 |
| ownership and subsidiary summary | $ 4.70 |
| exhibits, other corporate events | $ 2.30 |
| management discussion | $ 4.70 |
| full financial information | $ 6.00 |
| balance sheet - 2 years | $ 4.70 |
| annual income statement - 3 years | $ 4.70 |
| business segment | $ 2.30 |
| 5-year summary | $ 2.30 |
| ratio report | $ 4.70 |

**Disclosure/Spectrum:**

| | |
|---|---|
| full ownership detail | $34.00 |
| institutional holdings | $13.00 |
| five percent owners | $13.00 |
| ownership by insiders | $13.00 |

**Standard & Poors Summary Reports:** [1]

| | |
|---|---|
| per company | $ .25/summary |

**Institutional Broker's Estimate Survey — I/B/E/S:** [1] Ⓔ

| | |
|---|---|
| brief report | $ .50/company |
| expanded report | $ 2.00/company |

## Decision Support Ⓔ

**SUPERSITE™ Demographic Reports:** [5] Ⓔ

by single zip, county, MSA, ADI and DMA of:

| | |
|---|---|
| Demographic forecast, income forecast, 1980 profile, 1970-1980 comparison | $50.00/report type |
| 1980 housing profile, 1980 hispanic profile, 1980 education profile, 1980 energy profile, 1980 employment profile | $50.00/report type |
| 1980 summary, 1970 census report | $25.00/report type |
| Sales potential report for: appliance store, consumer finance, dry cleaner, hair salon, ice cream store, optical center, photo outlet, retail bakery, savings & loan | $65.00/report type |
| Sales potential report for: apparrel store, automotive aftermarket, commercial bank, department store, drug store, footwear store, grocery store, home improvement, restaurant, shopping center | $85.00/report type |

**SUPERSITE™ Demographic Reports** [5]Ⓔ

| | |
|---|---|
| multiple zips, counties, MSA, ADI and DMA (consolidated) of the above report types | same charges as above plus $5/zip, county, MSA, ADI and DMA aggregated |

## Travel/Aviation

**Official Airline Guide (OAG)**

| | |
|---|---|
| during Daytime/Prime hours | $32.00/connect hour surcharge[3] |
| during Evening/Standard hours | $21.00/connect hour surcharge[3] |

**Aviation Weather Information**

| | |
|---|---|
| all reports | $ .25/entry into this selection[4] |

**EMI Flight Planning**

| | |
|---|---|
| flight plan | $ .006/nautical mile ($4.50 max.) |
| enroute weather briefing | $ .004/nautical mile ($2.00 max.) |

## Education

**Grolier's Academic American**

| | |
|---|---|
| Encyclopedia, Electronic Edition | $ 7.50/one month subscription<br>$29.95/six month subscription<br>$49.95/one year subscription |

## Electronic Mail

| | |
|---|---|
| InfoPlex$^R$ Ⓔ | \$ .50/message sent |

## News, Economic and Financial Analysis

**The Washington Post:**

| | |
|---|---|
| by subscription only | \$ 5.00/month or \$45/year |

**Money Market Services Financial Reports:** Ⓔ

| | |
|---|---|
| daily Comment reports | \$ 1.00/entry into this selection[4] |
| weekly Fedwatch reports | \$ 3.00/entry into this selection[4] |
| monthly Insight reports | \$ 5.00/entry into this selection[4] |
| "Ask Mr. Fed" | \$ .50/entry into this selection[4] |

**Evans Economics Electronic News Service:** Ⓔ

| | |
|---|---|
| Economic Barometer | \$ 2.00/access surcharge[4] |

**Agri-Commodities:** Ⓔ

| | |
|---|---|
| during Daytime/Prime hours | \$20.00/connect hour surcharge[3] |
| during Evening/Standard hours | \$15.00/connect hour surcharge[3] |

**News-A-Tron Market Reports:**

| | |
|---|---|
| Commodity Market reports | \$ 1.25/entry into this selection[4] |
| Index Oscillator reports | \$ 1.25/entry into this selection[4] |

**FOI:Newsline:™**

| | |
|---|---|
| FDA information | \$ 7.50/connect hour surcharge[3] |

**The Canadian Press:**

| | |
|---|---|
| Business Information Wire | \$50.00/30 days for Daytime/Prime access |

**Hollywood Hotline:**

| | |
|---|---|
| Entertainment News and Services | \$ 5.00/connect hour surcharge[3] |

## File Transfer — Upload or Download

| | |
|---|---|
| at 300 baud | no additional charge |
| at 1200 baud | 1.3 times connect hour rate |

[1] The surcharge is waived for retrieving H&R Block data (ticker symbol = HRB) through this area. You are encouraged to use the HRB ticker symbol to try this area. Note that you are billed for connect time charges plus communications surcharges if using a supplementary network.

[2] Retrieval of this information requires prior application to and authorization by Value Line, Inc. Contact Value Line for details.

[3] In addition to this surcharge, you are billed for connect time charges plus communications surcharges if using a supplementary network.

[4] Entry charge entitles you to read as many reports as desired once you have entered and before you exit from this on line selection. In addition to the entry charge, you are billed for connect time plus communications surcharges if using a supplementary network.

[5] Discounts are available for multiple SUPERSITE reports in a single retrieval. See online rates in SUPERSITE for details.

All charges listed here and on line are listed and payable in United States funds.

All information and rates are subject to change without prior notice. The most current rates and other important information can be found on line by selecting "User Information" from the main menu.

Ⓔ indicates available only in Executive Information Service.
TYMNET is a registered trademark of TYMNET Incorporated.
Telenet is a registered trademark of GTE Telenet.
DataPac is a registered trademark of Bell of Canada.
Tickerscreen is a registered trademark of Max Ule & Co.
SUPERSITE is a registered trademark of C.A.C.I.
InfoPlex is a registered trademark of CompuServe Incorporated.
FOI:Newsline is a trademark of FOI Services, Inc.

# CompuServe Access Numbers

After entering your online subscription information you may use one of the supplementary networks for accessing CompuServe. Information about the access telephone numbers and a search program to locate 1200 baud and supplementary networks can be found online by entering GO PHONE at a ! prompt.

These 300 baud numbers are current as of September 1, 1984.

| | | |
|---|---|---|
| **Alabama** | | |
| Birmingham | 205 | 879-2280 |
| Huntsville | 205 | 536-4405 |
| **Arkansas** | | |
| Little Rock | 501 | 666-8478 |
| Little Rock | 501 | 666-8464 |
| **Arizona** | | |
| Phoenix | 602 | 256-2951 |
| Tucson | 602 | 748-2004 |
| **British Columbia** | | |
| Vancouver | 604 | 687-6043 |
| **California** | | |
| Anaheim | 714 | 520-9724 |
| Anaheim | 714 | 520-9733 |
| Castro Valley | 415 | 581-2631 |
| Culver City | 213 | 390-9617 |
| Fresno | 209 | 252-1892 |
| Irvine | 714 | 851-9612 |
| Long Beach | 213 | 591-8392 |
| Los Angeles | 213 | 739-0371 |
| Los Angeles | 213 | 739-8906 |
| Mountain View | 415 | 961-7242 |
| Newport Beach | 714 | 851-9612 |
| North Hollywood | 818 | 982-1813 |
| Palo Alto | 415 | 591-5846 |
| Palo Alto | 415 | 591-5591 |
| Pleasanton | 415 | 846-0828 |
| Pomona | 714 | 623-2651 |
| Rancho Bernardo | 619 | 487-6648 |
| Riverside | 714 | 359-7801 |
| Sacramento | 916 | 971-4681 |
| San Bernadino | 714 | 381-3469 |
| San Diego | 619 | 283-6091 |
| San Diego | 619 | 283-6021 |
| San Francisco | 415 | 956-4191 |
| San Francisco | 415 | 956-4281 |
| San Jose | 408 | 249-5472 |
| San Jose | 408 | 249-5361 |
| San Mateo | 415 | 591-5846 |
| San Mateo | 415 | 591-5591 |
| Santa Clara | 408 | 988-8762 |
| Sierra Madre | 818 | 355-4816 |
| Stockton | 209 | 463-8507 |
| Thousand Oaks | 805 | 499-0371 |
| Thousand Oaks | 805 | 499-0388 |
| Torrance | 213 | 542-4311 |
| Van Nuys | 818 | 892-7211 |
| Van Nuys | 818 | 891-0651 |
| **Colorado** | | |
| Colorado Sprgs | 303 | 593-9200 |
| Denver | 303 | 629-5563 |
| Denver | 303 | 629-0668 |
| Grand Junction | 303 | 241-1889 |
| Grand Junction | 303 | 241-1885 |
| **Connecticut** | | |
| Bridgeport | 203 | 926-0001 |
| Danbury | 203 | 797-0467 |
| Hartford | 203 | 236-2581 |
| Hartford | 203 | 236-5931 |
| Stamford | 203 | 967-4589 |
| Waterbury | 203 | 574-0500 |
| Westport | 203 | 222-1748 |
| **District of Columbia** | | |
| Washington | 703 | 841-9834 |
| Washington | 703 | 352-7500 |
| **Delaware** | | |
| Wilmington | 302 | 652-8732 |
| **Florida** | | |
| Ft. Lauderdale | 305 | 772-3240 |
| Ft. Lauderdale | 305 | 771-8074 |
| Jacksonville | 904 | 241-8191 |
| Jacksonville | 904 | 246-9961 |
| Miami | 305 | 665-6425 |
| Miami | 305 | 667-3564 |
| Orlando | 305 | 273-8780 |
| Orlando | 305 | 273-8805 |
| Palm Bay | 305 | 723-2353 |
| Tallahassee | 904 | 222-4144 |
| Tallahassee | 904 | 224-6021 |
| Tampa | 813 | 875-0633 |
| **Georgia** | | |
| Atlanta | 404 | 237-8113 |
| Atlanta | 404 | 237-3003 |
| Augusta | 404 | 733-0346 |
| **Iowa** | | |
| Des Moines | 515 | 270-9410 |
| Des Moines | 515 | 270-1581 |
| **Idaho** | | |
| Boise | 208 | 384-5660 |
| Boise | 208 | 384-5666 |
| **Illinois** | | |
| Aurora | 312 | 896-2137 |
| Chicago | 312 | 443-1250 |
| Chicago | 312 | 332-7382 |
| Lombard | 312 | 953-9680 |
| Oakbrook Terr. | 312 | 932-7370 |
| Springfield | 217 | 522-5101 |
| **Indiana** | | |
| Ft. Wayne | 219 | 447-0573 |
| Indianapolis | 317 | 638-2762 |
| Indianapolis | 317 | 638-2517 |
| Osceola | 219 | 674-5171 |
| **Kansas** | | |
| Wichita | 316 | 689-8765 |
| **Kentucky** | | |
| Lexington | 606 | 259-3446 |
| Louisville | 502 | 581-9526 |
| **Louisiana** | | |
| Baton Rouge | 504 | 273-0184 |
| New Orleans | 504 | 949-2086 |
| New Orleans | 504 | 948-9542 |
| Shreveport | 318 | 424-5380 |
| **Massachusetts** | | |
| Amherst | 413 | 256-8194 |
| Boston | 617 | 267-2569 |
| Brockton | 617 | 586-9803 |
| Burlington | 617 | 272-3615 |
| Concord | 617 | 371-0354 |
| Framingham | 617 | 875-3814 |
| Georgetown | 617 | 352-2328 |
| Hudson | 617 | 568-8019 |
| Maynard | 617 | 897-4779 |
| Medfield | 617 | 359-7603 |
| Medway | 617 | 533-2722 |
| Mendon | 617 | 478-0653 |
| Springfield | 413 | 734-7362 |
| Waltham | 617 | 890-0232 |
| Westboro | 617 | 366-1577 |
| Worcester | 617 | 793-9839 |
| **Maryland** | | |
| Baltimore | 301 | 254-7311 |
| Baltimore | 301 | 254-7113 |
| **Maine** | | |
| Camden | 207 | 236-8505 |
| **Michigan** | | |
| Ann Arbor | 313 | 761-1202 |
| Detroit | 313 | 964-4745 |
| Detroit | 313 | 964-2344 |
| Flint | 313 | 238-6202 |
| Kalamazoo | 616 | 344-5312 |
| Kalamazoo | 616 | 344-2298 |
| Lansing | 517 | 321-2388 |
| Saginaw | 517 | 893-1161 |
| Troy | 313 | 362-2540 |
| **Minnesota** | | |
| Minneapolis | 612 | 375-9163 |
| **Missouri** | | |
| Kansas City | 816 | 474-3770 |
| St. Louis | 314 | 241-3101 |
| St. Louis | 314 | 241-3102 |
| **Mississippi** | | |
| Jackson | 601 | 982-0463 |
| **North Carolina** | | |
| Charlotte | 704 | 333-6654 |
| Charlotte | 704 | 333-7155 |
| Greensboro | 919 | 373-1635 |
| Raleigh | 919 | 878-8870 |
| **Nebraska** | | |
| Omaha | 402 | 895-5288 |
| **New Hampshire** | | |
| Merrimack | 603 | 883-0884 |
| **New Jersey** | | |
| Cherry Hill | 609 | 665-6244 |
| Greenbrook | 201 | 968-9000 |
| Hackettstown | 201 | 852-8502 |
| Hackettstown | 201 | 852-8070 |
| Montclair | 201 | 783-5400 |
| Newark | 201 | 484-2275 |
| Parsippany | 201 | 898-1935 |
| Princeton | 609 | 683-4776 |
| Princeton | 609 | 683-4770 |
| **New Mexico** | | |
| Albuquerque | 505 | 345-3631 |
| **Nevada** | | |
| Las Vegas | 702 | 878-0056 |
| Reno | 702 | 786-5308 |
| Reno | 702 | 786-5356 |
| **New York** | | |
| Binghamton | 607 | 772-1225 |
| Buffalo | 716 | 874-3751 |
| Hicksville | 516 | 681-7347 |
| Hicksville | 516 | 681-7240 |
| New York | 212 | 758-4114 |
| Rochester | 716 | 458-3465 |
| Rochester | 716 | 458-3460 |
| Selden | 516 | 732-2198 |
| Syracuse | 315 | 463-6512 |
| Tonawanda | 716 | 694-6263 |
| White Plains | 914 | 428-9270 |
| White Plains | 914 | 428-9335 |
| White Plains | 914 | 949-4510 |
| Williston Park | 516 | 877-2862 |
| Woodstock | 914 | 679-8666 |
| **Ohio** | | |
| Akron | 216 | 867-1237 |
| Akron | 216 | 867-1243 |
| Canton | 216 | 455-2516 |
| Canton | 216 | 455-2126 |
| Cincinnati | 513 | 579-0908 |
| Cincinnati | 513 | 721-2691 |
| Cleveland | 216 | 771-0723 |
| Cleveland | 216 | 771-6860 |
| Columbus | 614 | 457-2105 |
| Dayton | 513 | 461-1064 |
| Granville | 614 | 587-0932 |
| Toledo | 419 | 255-8116 |
| **Oklahoma** | | |
| Oklahoma City | 405 | 946-4860 |
| Oklahoma City | 405 | 946-4799 |
| Tulsa | 918 | 749-8801 |
| Tulsa | 918 | 749-8850 |
| **Ontario** | | |
| Toronto | 416 | 366-1869 |
| **Oregon** | | |
| Portland | 503 | 232-1072 |
| Portland | 503 | 232-4026 |
| **Pennsylvania** | | |
| Allentown | 215 | 776-6960 |
| Erie | 814 | 453-3624 |
| Harrisburg | 717 | 657-9633 |
| King of Prussia | 215 | 265-7230 |
| Philadelphia | 215 | 563-1051 |
| Pittsburgh | 412 | 391-7732 |
| Pittsburgh | 412 | 391-8818 |
| Reading | 215 | 374-5600 |
| **Rhode Island** | | |
| Providence | 401 | 781-8505 |
| Providence | 401 | 781-8500 |
| **South Carolina** | | |
| Charleston | 803 | 763-0090 |
| Columbia | 803 | 798-3630 |
| **South Dakota** | | |
| Rapid City | 605 | 341-4580 |
| **Tennessee** | | |
| Knoxville | 615 | 673-8901 |
| Memphis | 901 | 452-1710 |
| Memphis | 901 | 452-8530 |
| Nashville | 615 | 366-1947 |
| **Texas** | | |
| Austin | 512 | 444-7234 |
| Dallas | 214 | 761-9040 |
| Dallas | 214 | 761-0599 |
| El Paso | 915 | 565-4670 |
| El Paso | 915 | 565-4661 |
| Fort Worth | 817 | 870-2468 |
| Fort Worth | 817 | 870-2461 |
| Houston | 713 | 225-2550 |
| Houston | 713 | 225-2330 |
| Lubbock | 806 | 763-5081 |
| Midland | 915 | 687-1464 |
| San Antonio | 512 | 435-3883 |
| **Utah** | | |
| Salt Lake city | 801 | 521-2890 |
| **Virginia** | | |
| Arlington | 703 | 841-9834 |
| Charlottesville | 804 | 973-8815 |
| Fairfax | 703 | 352-7500 |
| Hampton | 804 | 245-0021 |
| Norfolk | 804 | 461-6128 |
| Norfolk | 804 | 461-6167 |
| Richmond | 804 | 358-8274 |
| **Washington** | | |
| Seattle | 206 | 634-1901 |
| Seattle | 206 | 634-1713 |
| Spokane | 509 | 326-0515 |
| **Wisconsin** | | |
| Milwaukee | 414 | 475-6381 |
| Milwaukee | 414 | 475-6935 |
| **West Virginia** | | |
| Charleston | 304 | 768-9700 |
| Huntington | 304 | 736-2331 |
| Parkersburg | 304 | 295-3391 |
| Wheeling | 304 | 232-3589 |

# Business Account

To subscribe to CompuServe using the Business Account billing option, you are to complete the Application and Agreement form and one User Application form per User ID number desired set up.

Mail your completed and signed forms to CompuServe along with a check for $35, to:

CompuServe
P.O. Box 20212
Columbus, Ohio 43220
Attn: Credit and Collections

You will receive your User ID number(s) and password(s) by return mail along with a New User's Package consisting of a User's Guide in a binder and slipcase and other instructional materials. You will also receive a copy of the signed agreement form.

*Note: The Agreement form must be signed by an officer of the company and will be binding for all users of the User ID numbers set up under this business account.*

## Application And Agreement

(Please Type or Print Clearly)

| | | |
|---|---|---|
| name | business telephone<br>(    ) | Duns number |
| company name | kind of business | |
| address | ☐ corporation ☐ partnership<br>☐ single proprietorship | |
| city state zip | date started | no. employees |
| name and address of parent company (if any) | business telephone<br>(    ) | |

**Credit References**

| account no. | bank name | branch | address | telephone |
|---|---|---|---|---|
| | | | | (    ) |
| | | | | (    ) |

| company name | street address, city, state, zipcode | telephone |
|---|---|---|
| | | |
| | | (    ) |
| | | (    ) |
| | | (    ) |

## User Application

Please set up one User ID and password with the user name and address below for use on the CompuServe Information Service. The User ID number, password and a Business Account New User Package will be mailed to this individual user. One copy of this User Application will be returned to the Company Administrator at the address entered below for this purpose.

Each month's invoice will be mailed to the address set up for that purpose under this Business Account number.

**User Information:**

Company name ______________________________

Individual user name ______________________________

Street address ______________________________

City ______________ State __________ Zip __________ Telephone (    ) __________

**Company Administration Information:**

Company name ______________________________

Administrator name ______________________________

Street ______________________________

City ______________ State __________ Zip __________ Telephone (    ) __________

**To request a new User ID number, please check one of the following service options.**

☐ Consumer Information Service User ID ☐ Executive Information Service User ID number

**To add your current User ID number to the Business Account billing option, please list the following:**

User ID Number: ______________________________

# Service Terms

1. The CompuServe Information Service consists of the use of the computing service, software, supplies, and databases which are made available by CompuServe. These Terms together with any Operating Rules and Rates published over the Service, will constitute the entire Agreement for the Service and will supersede all prior and contemporaneous statements, communications, and documents.
2. This Agreement shall be effective from the date of its written acceptance by an officer of CompuServe and shall continue in full force and effect until either party gives written notice of termination at least thirty days prior to the effective date of termination.
3. The Customer will guarantee performance and indemnify CompuServe Information Services, Inc. against liability for the actions of each person (the "User") to whom it distributes a Business Account User Application and who subsequently becomes a User of the CompuServe Information Service (the "Service") as identified by a unique User ID number and password set up under the Business Account number established by this Agreement.
4. Upon notice published over the Service, CompuServe may modify these Terms, the Operating Rules or the Service. Such modifications may include, without limitation, price changes, implementation of user priorities and discontinuance of parts of the Service. Upon at least six months prior notice published over the Service, CompuServe may terminate the Service.
5. This Business Account is not transferable and will be subject to any account limits established by CompuServe.
6. The Customer shall provide all telephone and other equipment necessary to access the Service.
7. The Service is provided on an "as-is, as-available" basis. **Neither CompuServe nor its information providers make any warranties, expressed or implied, including without limitation those of merchantability and fitness for a particular purpose with respect to the Service.** The Customer is responsible for implementing sufficient procedures and checkpoints to satisfy its requirements for accuracy of data input and for maintaining a means external to the Service for the reconstruction of any lost data.
8. The Customer will not reproduce, sell, publish, or in any manner commercially exploit any information obtained through the Service or participate in or knowingly allow such reproduction, sale, publication or exploitation by any person.
9. The provisions of paragraphs 7 and 8 are for the benefit of CompuServe and its information providers; and any such information provider shall have the right to assert and/or enforce such provisions directly on its own behalf.
10. Charges for the services and supplies provided under this Agreement will be accumulated by User ID number and will normally be invoiced following the end of the month in which the service and supplies are provided. Terms of payment on all charges are net, ten (10) days at CompuServe's home office. If any payment due hereunder is not made by Customer within thirty (30) days after the invoice date, a late charge of one and one-half percent (1½%) per month shall be due and payable with respect to such payment, and CompuServe may, in addition, at its sole discretion and without notice to Customer (a) suspend its performance under this agreement and Customer's access to and use of the Service or (b) terminate this agreement and Customer's access to and use of the Service.
11. Notwithstanding any acknowledgement of a Customer purchase order by CompuServe, any provision or condition in any purchase order or other memorandum of Customer which is in any way inconsistent with, or adds to, the provisions hereof is null and void.
12. The Customer will be responsible for payment of all premium program charges, transaction charges, add-on connect time charges when the Customer or User accesses programs such as do generate these charges, and for any communication surcharges.
13. This Agreement will be governed by the laws of the State of Ohio. Any claims or causes of action related to the Service must be instituted within one year after the claim or cause of action has risen or be barred.

| | |
|---|---|
| **Accepted:** | **Accepted:** (Customer) |
| CompuServe Information Services, Inc. | |
| ______________________________ | ______________________________ |
| (authorized signature) | (authorized signature) |
| ______________________________ | ______________________________ |
| (print or type name) | (print or type name) |
| Title ________________________ | Title ________________________ |
| Date ________________________ | Date ________________________ |

---

Please return this agreement to the address above.

# Consumer Information Service User's Guide

# Disclaimer

CompuServe does not guarantee the accuracy, sufficiency, or suitability of the software delivered herewith. Customer shall inspect and test such software and other materials to its satisfaction before using them with important data.

There are no warranties, expressed or implied, including those of merchantability and fitness for a particular purpose, concerning the software and other materials delivered herewith.

Version 10/84

# Contents

## Subscribing

1 Included With Your Subscription
1 About The Snapak
2 Subscription Steps
3 Billing Options
6 Service Agreement Terms

## New User Information

1 Hours Of Service Availability
1 The ENTER Key
1 Your User ID Number
2 About Commands
3 What Is A Menu?
Your Password:
  5 Using Your Password
  5 Protecting Your Password
  6 How To Change Your Password
  7 If You Lose Or Forget Your Password
Logging On To The Service:
  9 Setting Up Your Equipment
  9 Making Terminal Settings At First Log On
  11 Where To Locate Network Telephone Numbers
  11 About the Networks
  12 Logging On Through the CompuServe Network
  13 Logging On Through TYMNET
  14 Logging On Through Telenet
  15 Logging On Through DataPac
  17 Handling A Busy Signal Or Network Problems
  9 Logging Off The Service
Where To Get Help:
  19 The HELP Command
  19 Help From Other Subscribers
  20 Customer Service Feedback
  20 Call Customer Service
Billing:
  22 How To Change Your Billing Option
  22 How To Review Your Charges
  23 How To Make A Billing Inquiry
  23 How To Change Your Billing Address

## Menus

1 Main Menu
2 Home Services
3 Business And Financial Services
4 Personal Computing Services
5 Services For Professionals
7 User Information
8 Index

## Services

User Information Descriptions:

1 What's New
2 Command Sumnmary And Usage Tips
3 Feedback To CompuServe
4 Ordering Products, Guides, Etc.
4 Change Terminal Settings
4 Change Your Password
5 Billing: Your Charges, Rates, Options, Making Changes
6 Logon Instructions and Numbers
8 Electronic Bounce Back

Terminal Settings:

9 What You Can Do
10 Instructions
10 New User's Terminal Settings
11 Terminal Types
11 Terminal Parameters
15 Logon Actions
16 Setting Delays For Printers
18 Overriding The Terminal Settings At Log On
18 Exit DEFALT
19 Subscriber Directory

Forums:

22 Entering A Forum
22 The Function Menu
23 Reading Messages
23 Search And Read A Message
24 Leaving A Message
25 Bypassing Menus For Expert Users
25 User Options
26 Databases
27 Communications Software

EDIT (FILGE):

29 Online Data Creating And Editing

EMAIL:

34 Accessing EMAIL
34 Reading Your Messages

35 Filing A Message You Have Read
37 Reading A Filed Message
37 Deleting A Filed Message
38 Composing A Message
40 EDIT Commands
45 ICS Editing Commands
47 Using A File From Your Storage Area
48 When Your Message Exceeds the Character Sending Limit
49 Sending A Message
50 Expert Instructions
52 Examples

CB Simulator:

83 About The CB Simulator
84 CB Simulator Use Guidelines
84 Selecting A Handle
85 Changing A Handle
85 Selecting A Channel
86 How CB Simulator Works
86 Who Is On CB With You?
87 Scrambling Your Conversation — Private Conference
88 How to Stop A Particular CBer's Annoying Conversation
88 Private Two-Person Conversation
89 Exiting From CB

National Bulletin Board:

91 Prompts, Commands And Help
92 Viewing Keyed Messages
93 Reading Posted Messages
93 What Keywords Are In Use
93 Composing A Message
94 Posting A Message
94 Erasing Your Messages
94 Checking Your Messages
94 Exiting The National Bulletin Board

## Command Summaries

1 CB Simulator Commands
3 Control Character Commands
5 Forum Commands
9 Menu Navigational Commands
11 MicroQuote Commands
15 National Bulletin Board Commands
17 Official Airline Guide - Electronic Edition Commands

## User's Guide Index

# Becoming A Subscriber

You'll begin reaping the full benefits of the Consumer Information Service just as soon as you complete the on-line sign up process and receive your "second" password in the mail from CompuServe. Some services, such as Email, may be reviewed but not actually available for use until your second password is effective.

CompuServe will put your second password in the mail to you right after you complete the on-line subscription information. Your second password's effective date will be printed on the same sheet as your second password. We estimate you'll receive this second password within eight postal days AFTER you have completed your on-line subscription.

## Included With Your Subscription

Just as soon as you become a CompuServe subscriber, you begin to receive the monthly UPDATE newsletter developed to aid subscribers in getting the most out of their subscription. You'll also receive an introductory subscription to Online Today, a magazine which focuses on the videotex and computer industry. CompuServe recommends you subscribe at the first opportunity. There is no initial subscription charge when subscribing through a Snapak User ID number.

## About The Snapak

The Snapak is a snap-apart paper packet that contains a Consumer Information Service User ID number, password, Service Agreement Terms and a Service Agreement. Most User ID numbers found within a Snapak allow the user to access and review selected areas of the Consumer Information Service during Standard Service hours (after 6 p.m. weekdays and all day weekends) for a limited amount of free time.

*Note: Supplemental network access surcharges and communication at higher than 300 baud will be charged to your account.*

Snapak User ID numbers found within a Starter Kit are good for five hours of free Standard Service time and Snapak User ID numbers found within manufacturer's equipment cartons are good for one free hour of Standard Service time.

Subscribing to CompuServe takes place on-line through the Snapak User ID number during the free time or within 90 days after the free time is used. CompuServe recommends completing the five steps necessary to become a subscriber as soon as possible so that you can receive your second password in the mail and continue using the service without interruption after you have used your free time. The five subscription steps follow.

# Subscription Steps

There are five easy steps to subscribing.

1. Read the Terms and Conditions found in your Snapak.
2. Complete the Service Agreement (but don't mail it yet).
3. Complete the Billing Option form.
4. Log on after 6 p.m. and "sign up for continued service."
5. Mail your Service Agreement.

*Note: To minimize the amount of time spent initiating your subscription on-line, as well as to avoid subscription misunderstandings, CompuServe urges you to read each of the following steps and complete the forms before logging on.*

### STEP 1: Read the Terms and Conditions Found in Your Snapak

The Service Terms and Conditions defines your agreement with CompuServe. The Terms can be found within the Snapak on the same sheet as the User ID number and password. This information should be read and then retained in a confidential and secure location.

### STEP 2: Complete the Service Agreement (but don't mail it yet)

A signed Service Agreement, also found within the Snapak, indicates to CompuServe your agreement with the Service Terms and Conditions. It also has blanks for you to use in recording your name and address exactly as you will be entering them on-line while subscribing. Fill in the blanks but DO NOT MAIL THIS FORM YET; you'll need it for step 4. **(Your subscription is actually initiated by you on-line and NOT by mailing this form.)**

### STEP 3: Complete the Billing Option Form

Within the Billing Options section of this User's Guide, you'll find a Billing Option form. CompuServe provides you with this helpful tool to review the type of billing option you want as well as to aid you in gathering the details you'll need to enter while initiating your subscription on-line. You'll want to use this form in step 4. (Note: If while on-line you find that the billing options have changed, simply review the on-line choices and enter your information. The on-line billing options are always the most current.)

### STEP 4: Log On After 6 p.m., and "Sign Up For Continued Service"

After you've completed steps 1-3, you're ready to log on. Refer to the Log On Instructions in this User's Guide. You'll be given a welcome message and the opportunity to select "Sign Up for Continued Service." CompuServe recommends that you sign up right away so we can get your second password on its way to you in the mail.

If you've completed your Service Agreement form and the Billing Options form, you should have all the information at your fingertips just ready to type.

While signing up (or subscribing as it's called in this User's Guide), you are given information and prompts. At the prompts, you are to enter your information followed by pressing the (ENTER) key (or carriage return key on some keyboards).

### STEP 5: Mail Your Service Agreement

Now that you've initiated your subscription while on-line, you can mail your Service Agreement to CompuServe. Simply mailing us your Agreement will NOT enter your subscription. YOU MUST COMPLETE THE ON-LINE SUBSCRIPTION in all cases.

When you're finished with Steps 1-5, you can explore the service with your remaining free time or with the two billable hours granted after completing your on-line subscription. CompuServe will mail your second password right away so you can begin using it on the date shown on the second password sheet.

## Billing Options

### Charge Card Option

The Charge Card Option allows you to have your Consumer Information Service charges sent to your MasterCard or VISA charge card account, whichever you select. You tell us your charge card information and we will report the billing information to the bank. Each month, on your normal VISA or MasterCard statement, you will see your Consumer Information Service charges. You make your payment to your VISA or MasterCard account. There is no CompuServe billing service charge for this option.

If you will be selecting this option, please use the spaces below to record your charge card information. You will be asked to provide this information during your on-line subscription.

| Card Selection | Number | Exp. Date |
|---|---|---|
| ☐ VISA | | / |
| ☐ MASTERCARD | | 03 / 85 |
| Interbank # | | |

## CHECKFREE Option

You can join thousands of consumers who prefer to pay for services through the CHECKFREE payment method. All charges are reported to you each billing period on a billing notice well in advance of the payment date. On the precise day indicated on the billing notice, CHECKFREE sends an electronic request to your bank (not savings institution) and asks that your Consumer Information Service payment be made from your bank (not savings) checking account. Afterward, your bank will indicate this payment on your bank checking account statement. There is no CompuServe service charge for this billing option.

*Note: The name on your check must match the name used to subscribe. If using a company checking account, the subscription name must be that of an "authorized signer" with a signature card on file at the bank.*

If you will be selecting this option, you may use the blanks below to record your checking account information. You'll be asked to provide this information during your on-line subscription.

**Routing Transit Number** This nine digit number is found in the lower left corner of your bank (not savings) check. It is usually contained within colons (:) or symbols (do not enter the colons/symbols).

Routing Transit Number

**Checking Account Number** This is also found in the lower left corner of your bank (not savings) check — after the Routing Transit Number. See (2) in example below. Do not enter spaces. If the symbols = = = appear in the account number, substitute a single dash (-). When providing your account number do not include the check number that typically follows the account number .

Checking Account Number

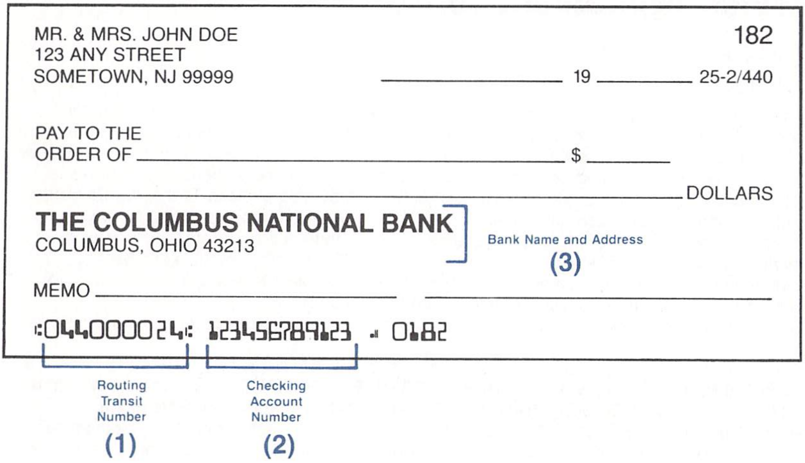
**Bank Name and Address** This is found on your bank (not savings) check just above the Routing Transit Number or the memo line. See (3) in the example below.

Bank Name

City

State

Zip



MR. & MRS. JOHN DOE
123 ANY STREET
SOMETOWN, NJ 99999

182

____________ 19 ______ 25-2/440

PAY TO THE
ORDER OF ____________________ $ ______

____________________________ DOLLARS

**THE COLUMBUS NATIONAL BANK**
COLUMBUS, OHIO 43213

MEMO ____________ ____________

⑆044000024⑆ 123456789123 ⑈ 0182

Bank Name and Address
(3)
Routing
Transit
Number
(1)
Checking
Account
Number
(2)

# Service Agreement Terms

## Service Terms

Please read and retain the following Service Terms for your reference/records.

1. The CompuServe Consumer Information Service (the "Service") consists of the use of the computing services, software and databases so designated by CompuServe. These Terms and any Operating Rules published over the Service constitute the entire Agreement for the Service and supersede all prior and contemporaneous statements, communications and documents.
2. Upon notice published over the Service, CompuServe may modify these Terms, the Operating Rules, or the Service. Such modifications may include, without limitation, price changes, implementation of user priorities and discontinuance of parts of the Service. Upon at least six months' prior notice published over the Service, CompuServe may terminate the Service.
3. Customer's use of the Service is not transferrable and is subject to any limits established for Customer's credit card or any limits established by CompuServe.
4. Customer is responsible for and must provide all telephone and other equipment necessary to access the Service.
5. The Service is provided on an "as-is, as-available" basis. **NEITHER COMPUSERVE NOR ITS SUPPLIERS MAKE ANY WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SERVICE.** Customer is responsible for implementing sufficient procedures and checkpoints to satisfy his/her requirements for accuracy of data input and output and for maintaining a means external to the Service for reconstruction of any lost data.
6. Customer will not reproduce, sell, publish, or in any manner commercially exploit any information obtained through the Service or participate in or allow such reproduction, sale, publications or exploitation by any person.
7. The provisions of paragraphs 5 and 6 are for the benefit of CompuServe and its data suppliers; any such data supplier shall have the right to assert and/or to enforce such provisions directly on its own behalf.
8. In addition to connect time charges and purchase made through the Service, Customer will be responsible for payment of all premium program charges, transaction charges, and/or add-on connect time charges when the Customer utilizes such services that generate these charges, and for any surcharges incurred while using any supplemental networks other than CompuServe.
9. This Agreement will be performed in and governed by the laws of the State of Ohio. Any claims or causes of action related to the Service must be instituted within one year after the claim or cause of action has arisen or be barred.

## Service Agreement

I agree to pay the CompuServe Consumer Information Service rates in effect for the billing period in which the services are purchased and billed. I agree to pay the validation charge in effect at the time this Agreement is accepted by CompuServe. I agree to the terms and conditions of the Billing Option which I have selected and as published over the Service. I shall maintain confidentiality of my password at all times and take responsibility for its security. I have read and fully understand the Terms of this Agreement and agree to be bound by them.

Please record your User ID number, Serial number, and Agreement number. Please retain these service terms and account information for future reference:

User ID No. ____________________

Serial No. ____________________

Agreement No. ____________________

# General Information

## Hours Of Service Availability

The time zone is determined by the local time at the point of CompuServe network connection.

### Standard Service

From 6 p.m. to 5 a.m. local time weekdays, all day weekends and announced CompuServe holidays.

### Prime Service

From 8 a.m. to 6 p.m. local time weekdays.

## Service Rates

The Service Rates maintained on-line under the User Information menu will always be the most current. Rates are found under the User Information menu selection "BILLING: Your Charges, Rates, Options, Making Changes."

## The ENTER Key

When typing in your User ID number, password and any subsequent commands, follow each entry with the ENTER key. The ENTER key is also labeled ⟨RETURN⟩ or by a special character on some keyboards (such as, on the IBM PC the ENTER key is labeled ↵ ). You may want to review your computer's instruction manual to determine the correct key to use.

## Your User ID Number

When using your User ID number to log in, type in the number EXACTLY as it is given to you — including the comma and without any spaces. For example, during login you might type in:

```
USER ID: 76003,5 ENTER
```

*Note: In the above example and on examples in this User's Guide, entries that you make are in blue to distinguish them from prompts.*

# About Commands

There are commands that will navigate you through the Consumer Information Service menus called Menu/Navigational Commands. Additionally, there are commands that will cause certain actions when entered by pressing the Control key while simultaneously pressing a single letter key. These are called Control Character commands.

Within some of the services, such as Comp-U-Store, the Official Airline Guide-Electronic Edition, CB Simulator and Forums, there are unique commands that will work in that particular service. You will find a summary of frequently used service commands in the Command Summary section of this User's Guide.

While on-line, you can get a list of commands at a menu prompt or within a specific service by entering the word HELP at a prompt. Please note that all commands (except the Control Commands) must be followed by pressing the ENTER key.

## Menu/Navigational Commands

There are various types of commands within the menus and services. Some of the services have their own set of commands once you are within the programs.

The commands explained here are the most frequently used within the menus.

**Navigational Commands** — As explained below, the GO command allows you to access a particular service directly without going through the sub-menus. This GO command is a navigational command.

Navigational commands allow you to move around in the menus, access services, get help, display information in a particular format and log off. Each navigational command must be followed by ENTER before the system will take action.

A list of navigational commands follows with a brief explanation.

**T** Directs you to the TOP menu page (CIS-1) and displays it.

**M** Takes you back to the previous MENU and displays it.

**GO n** Allows you to GO directly to a specific page number (n = page number). The page number may include a dash followed by the page number or may be only the three alphabetic characters prior to the dash and number.

**H** Displays HELPful command information.

**S** Causes the remaining pages of service information to SCROLL at the terminal width you have set without stopping at the end of each page.

**S n** Scrolls immediately upon selection of the menu item number (n = menu selection number) and is displayed in the same manner as the S command. Allows you to display all information from beginning to end without stopping for page prompts.

**OFF** or **BYE** Disconnects you from the service. CompuServe recommends use of one of these commands to disconnect. Simply hanging up the telephone may not be detected by the system for some minutes later, and you will be charged for this time until detected. Use of BYE or OFF will stop your billing immediately.

### A Menu Shortcut — The GO Command

As you become familiar with using the Consumer Information Service menus, you may want to use a shortcut to the specific services you desire. The "GO" command makes service access more direct.

To execute the GO command, you must understand the page numbers. Most screens of display have a page number in the upper right-hand corner that consists of three alphabetic characters and a dash followed by a number. For example, the main menu's page number is CIS-1.

The GO command allows you to type in GO, a space and then the page number of the service you want to use. For example, if you want to go directly to the Index, you may enter the GO command followed by the page number IND-1 at any ! prompt.

```
Last menu page. Key digit
or M for previous menu ! GO IND-1 ENTER
```

You may abbreviate the page number by eliminating the dash and the number after the initial three characters of the page number. This will take you to the selected service's first page. For example, to go to the first page of the Index, you could enter the following command.

```
Last menu page. Key digit
or M for previous menu !GO IND ENTER
```

A brief description of the selections available on the Consumer Information Service's main menu (CIS-1), can be found under the "Services" section of this User's Guide.

## What Is A Menu?

The menu approach to information selection and display is quite simple. Most features of this service are available through page-numbered menus. Menus provide a "trail" which leads to and from specific services. For example, the top menu (also called the main menu) displayed below lists the basic areas of the CompuServe Consumer Information Service.

```
CompuServe                Page CIS-1

CompuServe Information Service

1 Home Services
2 Business & Financial
3 Personal Computing
4 Services for Professionals

5 User Information
6 Index

Enter your selection number,
or H for more information. !
```

When you enter your selection number and press ENTER , you are taken to another menu containing more specific topics. This is called a submenu. To select the service you desire, simply enter the appropriate number and press ENTER . For example, if 5 were selected on the above menu, the following menu would appear:

```
CompuServe                Page CIS-4

USER INFORMATION
 1 What's New
 2 Command Summary & Usage Tips
 3 Feedback to CompuServe
 4 Order Products, Guides, etc.
 5 Change Terminal Settings
 6 Change Your Password
 7 Billing: Your Charges, Rates
         Options, Making Changes
 8 Logon Instructions & Numbers
 9 Electronic Bounce Back

Last menu page. Key digit
or M for previous menu. !
```

You will notice in the above examples that an exclamation point (!) is displayed prior to the user entry. This is the symbol used within the menus to prompt you for input. When you see an ! and the cursor stops, you are expected to type in a selection or a command followed by pressing the ENTER key. At some prompts only the ENTER key is needed. Please read the prompt before responding.

# Your Password

Your password is the key to your usage of the Consumer Information Service and allows you to secure your data and protect against unauthorized usage. Because you are responsible for all connect and other charges made under your User ID number, we strongly recommend you follow the guidelines provided in this User's Guide to protect your password.

CompuServe generates passwords consisting of two unrelated words connected by a symbol, totaling at least eight characters in length. Once CompuServe releases this password in the Snapak or in the mail, your password is then permanently encrypted in our records.

## Using your Password

The password must be entered EXACTLY as it is given to you. Since the password becomes permanently encrypted in our records and is not readable by anyone after it is first released, it is important to avoid being observed while typing it in. At the password prompt, type in each character including spaces, special characters, symbols, numbers or letters exactly as it is given to you. Note that for security purposes, the password does not display on most computer equipment as you type it. An example of a password follows:

```
PASSWORD: BOAT*TOUCH (ENTER)
```

Please do not use the above example password as your own!

## Protecting Your Password

Keep your password a secret! We advise against loaning your User ID number and password to others and always avoid observation by others when logging on the service. Other CompuServe subscribers can communicate with you or perform any function without the use of "your" password.

Change your password often in a private environment (see How To Change Your Password), using the most secure password consisting of two unrelated words connected by a symbol, totaling at least eight characters in length.

When demonstrating the Consumer Information Service to anyone, whether it be to one person or to a group, take precautions to enter your User ID number and password in as secure a setting as possible. Then, as soon after the demonstration as possible, change your password in private.

Write your User ID number and your password on two separate sheets of paper and store them in separate but secure places where others would not find them.

Never give out your password over the telephone (even if someone calls you and says they are from CompuServe or a law enforcement agency). You can be sure that the call is NOT legitimate.

In the rare occasion where your on-line session would be interrupted and you would be asked to log in again, be sure of the authenticity of the relog prompt. To be sure, hang up your telephone and redial to log on again. Be especially careful if the interruption occurs when you are using another subscriber's program or are using any of CompuServe's interactive services such as the CB Simulator, Forums, etc. While this might never happen to you, CompuServe simply wants you to be aware.

## How To Change Your Password

Once on-line with the Consumer Information Service you can change your own password by selecting the User Information menu from the top menu and then selecting "Change Your Password" from the next menu. You will be asked to type in your existing password and then your selection for the new password. If you do not enter what CompuServe considers a secure password, you will be given a brief notice and you will be permitted to change your selection.

The most secure password consists of two unrelated words connected by a symbol such as BOAT*TOUCH. While it may be easier for you to remember your password that has special meaning to you, such as your own name, it will also be easier for another person to guess your password. We strongly advise against using your name, initials, CB Simulator "Handle" or another password that could be easily guessed. We recommend your password be at least eight characters in length.

# If You Lose Or Forget Your Password

Losing or forgetting your password will keep you from accessing the Consumer Information Service for a period of time while CompuServe generates and mails a new one to you. (Remember, passwords are permanently encrypted so they cannot be read by anyone.) There will be a $1.50 charge to cover CompuServe's postage and handling costs to generate and mail a new password.

To get a new password, you may call CompuServe's Customer Service department (see the Customer Service section for hours and telephone numbers) and request that a new password be generated and mailed to you at the address CompuServe has on file for your account. The Customer Service representative cannot accept a new address from you over the phone.

To protect you, the Customer Service representative will ask you for information to verify that you are indeed the owner of the User ID number for which you are asking the password to be changed and mailed to you. Additionally, the representative must be able to call you at the telephone number that CompuServe has on file for you. Once satisfied, the representative will request that your password be changed and mailed to you. The password is mailed two working days AFTER the date of your request to the address CompuServe has on file for you.

# Logging On To The Service

## Setting Up Your Equipment

Before logging on, depending upon the type of equipment you are operating, connect your terminal to a modem or acoustic coupler (Bell 103, 113 or 212A type). If you are using a microcomputer, connect the telephone with your communications equipment and execute the terminal emulator program. Select the network access number that services your area . Note: Use of the CompuServe Network will NOT incur a communication surcharge while use of the TYMNET, Telenet or DataPac network will generate a communications surcharge.

Please consult your terminal or terminal emulator program instructions to set the following communication standards.

300 baud or 1200 baud
7 bit ASCII even parity or 8 bit ASCII no parity
1 stop bit Full Duplex

## Making Terminal Settings At First Log On

Once you initially connect to the Consumer Information Service, an information banner and the following text is displayed on your screen:

```
CompuServe Information Service

12:08 EDT Wednesday 14-Dec-83

There are a variety of terminals
and personal computers which may
be used to access CompuServe.
Since different terminals have
different features, each user
should set their terminal type
to get the most from the
CompuServe service.

Key S or <ENTER> to continue !
```

You will next receive the following menu.

```
Choose one of the following:

0 Explanation of terminal types
1 VIDTEX Software compatible
2 ANSI compatible (VT100)
3 Teleray 1061
4 Other

You may override your default
when you log in by appending ;TTY
to your User ID.

Key digit:
```

Each "Terminal type" has a set of parameters regulating such terminal characteristics as upper/lower case, number of characters, characters per line and screen control code recognition.

The terminal type parameters are designed to provide optimum performance on CompuServe for that equipment. When you select a terminal type, those parameters are put into effect immediately and regulate the display of information from CompuServe.

The text at the bottom of the menu indicates that you can override your terminal parameters in future CompuServe sessions by appending ";TTY" to your User ID number. This may be desirable when you access the Consumer Information Service using equipment different from what you used for your initial logon. In this event, you can change your terminal settings to be compatible with your new equipment. (See the Change Terminal Settings section of the guide for more information.)

### Terminal Types

Four terminal types are available at this printing. Any personal computer running communications software or any terminal falls into one of the following four categories. If you are not running CompuServe's VIDTEX Software or another Videotex program, and you do not have one of the listed terminals, then you should select OTHER.

**VIDTEX Software Compatible** is any computer running Radio Shack Videotex or CompuServe VIDTEX software. Also, this terminal type is suitable for any software that uses Videotex control codes.

**ANSI Compatible (VT100)** is appropriate for any terminal or communications software that uses ANSI standards. VT100 is a business terminal.

**Teleray 1061** contains the same control codes as in VIDTEX Compatible, but provides screen parameters suitable for a Teleray 1061 terminal.

**OTHER** is anything else. The only control codes transmitted are RETURN and LINE FEED.

If you select OTHER, you can make specific parameter settings for your equipment by using CompuServe's DEFALT program. The DEFALT program can be accessed from the User Information menu (CIS-4) under the selection "Terminal Settings." See the Terminal Settings section in this guide for detailed instructions on using the DEFALT program.

## Where To Locate Network Telephone Numbers

The most current list of network numbers is maintained on-line and can be found under User Information on the main menu.

## About The Networks

### CompuServe Network

Access made directly into the CompuServe Network is available to all subscribers at no additional communications surcharge. The CompuServe Network can be reached by a local phone call from most metropolitan areas of the contiguous United States. CompuServe continuously is adding locations and additional communications within existing locations to better serve our subscribers.

### TYMNET^R Network

Access made through the TYMNET network into the CompuServe Consumer Information Service incurs a communications surcharge. The rates can be found in this User's Guide. TYMNET is a communication network provided by TYMNET Inc. and is available by a local phone call from many locations within the contiguous United States and Canada (through DataPac).

### Telenet^R Network

When Telenet is used to access the CompuServe Consumer Information Service, an additional communications surcharge is incurred. The rates can be found in this User's Guide. Telenet is a communications network provided by GTE Telenet and is available from various locations within the contiguous United States and Canada (through DataPac).

### DataPac^R Network

When DataPac is used to access the CompuServe Consumer Information Service, an additional communications surcharge is incurred. The rates can be found in this User's Guide. DataPac is a communications network provided by Bell of Canada connecting with TYMNET or Telenet in the United States. DataPac is accessible only from locations within Canada.

# Logging On Through The CompuServe Network

1. **Dial the CompuServe Network Phone Number**
   (No surcharges apply.) Listen for the continuous, high-pitched tone. Redial if you do not hear this tone.

2. **Connect Communications Equipment with Telephone and Terminal Microcomputer**
   If using an acoustic coupler, properly position the telephone handset in the coupler. If using a direct-connect modem, connect according to your modem's instructions. If using a microcomputer, connect your communications equipment and execute the terminal emulator program.

3. **Enter CTRL/C**
   While holding down the CONTROL key, press the C key simultaneously. (You can press the CONTROL key before and after pressing the C key without any problems.) If you accidentally press the ENTER key and receive the HOST NAME prompt, proceed to the next step. Otherwise, enter the CTRL/C command.

4. **Respond to Next Prompt**
   If you receive a HOST NAME prompt, respond by typing in CIS and press the ENTER key. If you do not receive this prompt, you will get the USER ID prompt as follows. When you receive the USER ID prompt, respond by typing in your User ID number and press the ENTER key. For example:

   ```
   USER ID: 70006,51 ENTER
   ```

5. **Enter Your Password**
   You will be prompted for your password. Type it in exactly or you will receive an error message and be asked to reenter. Press the ENTER key after typing in your password. For example:

   ```
   PASSWORD: BOAT*TOUCH ENTER
   ```

   (Please do not use the above example password for your password!) Notice as you type in your password that it will not print out on your screen. This is a security feature for your protection.

# Logging On Through TYMNET

1. **Dial the TYMNET Network Phone Number**
   (Surcharges will apply.) Listen for the continuous, high-pitched tone. Redial if you do not hear this tone.

2. **Connect Communications Equipment with Telephone and Terminal/Microcomputer**
   If using an acoustic coupler, properly position the telephone handset in the coupler. If using a direct-connect modem, connect according to your modem's instructions. If using a microcomputer, connect your communications equipment and execute the terminal emulator program.

3. **Enter Terminal Identifier**
   TYMNET will cause the prompt PLEASE TYPE YOUR TERMINAL IDENTIFIER to display on your screen. If you are logging on at any other speed than 300 baud, this message will be garbled. Type in the letter A. DO NOT follow your entry by pressing the ENTER key. For example:

   ```
   PLEASE TYPE YOUR TERMINAL IDENTIFIER: A
   ```

4. **Enter Host Name**
   TYMNET will next prompt you with PLEASE LOG IN. Enter one of the following host names:

   CIS02
   CIS03
   CIS04
   CPS01

   followed by pressing the ENTER key. If you make a mistake entering your host name, press the ESCAPE key and reenter the host name. Note: If you are using a half duplex terminal, enter a CTRL/H (by pressing down and holding the CONTROL key while simultaneously pressing the H key) — then type in the host name.

   An example of typing in the host name is as follows:

   ```
   PLEASE LOG IN: CIS02 ENTER
   ```

5. **Enter User ID Number**
   You will now receive the USER ID prompt. Respond by typing in your User ID number and pressing the ENTER key. For example:

   ```
   USER ID: 70006,51 ENTER
   ```

6. **Enter Your Password**
   You will be prompted for your password. Type it in exactly or you will receive an error message and be asked to reenter. Press the ENTER key after typing in your password. For example:

   ```
   PASSWORD: BOAT*TOUCH ENTER
   ```

   Notice as you type in your password that it will not print out on your screen. This is a security feature for your protection. (Please do NOT use this example as your password.)

# Logging On Through Telenet

1. **Dial the Telenet Network Phone Number**
   (Surcharges will apply.) Listen for the continuous, high-pitched tone. Redial if you do not hear this tone.

2. **Connect Communications Equipment with Telephone and Terminal/Microcomputer**
   If using an acoustic coupler, properly position the telephone handset in the coupler. If using a direct-connect modem, connect according to your modem's instructions. If using a microcomputer, connect your communications equipment and execute the terminal emulator program.

3. **Press the ENTER Key Twice**
   Telenet will announce itself and will display the terminal port address.

   *Note: If you are logging on at half duplex, press the* ENTER *key, then the semicolon key (;) and then the* ENTER *key again.*

4. **Enter Terminal Identifier**
   Telenet will cause the prompt TERMINAL = to be displayed on your terminal. Type in the response D1 followed by pressing the ENTER key. For example:

   ```
   TERMINAL = D1 ENTER
   ```

5. **Enter Telenet Code**
   Telenet will next prompt you with the @ symbol. Type in one of the following codes and press the ENTER key.

   ```
   C 202202
   C 614227
   ```

   For example:

   ```
   @C 202202 ENTER
   ```

6. **Enter User ID Number**
   When you receive the USER ID prompt, respond by typing in your User ID number and pressing the ENTER key. For example:

   ```
   USER ID: 70006,51 ENTER
   ```

7. **Enter Your Password**
   You will be prompted for your password. Type it in exactly or you will receive an error message and be asked to reenter. Press the ENTER key after typing in your password. For example:

   ```
   PASSWORD: BOAT*TOUCH ENTER
   ```

Notice as you type in your password that it will not print out on your screen. This is a security feature for your protection. (Please do NOT use this password as your password.)

# Logging On Through DataPac (from Canada only)

1. **Dial the DataPac Network Phone Number**
   (Surcharges will apply.) Listen for the continuous, high-pitched tone. Redial if you do not hear this tone.

2. **Connect Communications Equipment with Telephone and Terminal/Microcomputer**
   If using an acoustic coupler, properly position the telephone handset in the coupler. If using a modem, connect according to your modem's instructions. If using a microcomputer, connect your communications equipment and execute the terminal emulator program.

3. **Enter Service Request Signal**
   Enter the appropriate service request signal so DataPac will know what baud rate you are using. You do this by entering a period (.) for 300 baud or two periods (..) for 1200 baud followed by pressing the ENTER key. These periods will NOT print out as you enter them. DataPac will display a message on your screen similar to — DATAPAC 9999 9999 — where the numbers indicate the port address. DataPac now awaits your next entry.

4. **Enter Call Request**
   Indicate that you want to connect into TYMNET or Telenet once your connection reaches the United States (where the CompuServe Consumer Information Service is located). Enter one of the following request codes and press the ENTER key. The code will NOT print out as you enter it.

| TYMNET Call Requests | Telenet CALL REQUESTS |
|---|---|
| P 1 3106,CIS02 ENTER | 13110200200202 ENTER |
| P 1 3106,CIS03 ENTER | 13110614000227 ENTER |
| P 1 3106,CIS04 ENTER | |
| P 1 3106,CPS01 ENTER | |

5. **Respond to Next Prompt (Host Name or User ID)**
   If DataPac prompts you with HOST NAME, respond by entering one of the following host names:

   CIS02
   CIS03
   CIS04
   CPS01

   followed by pressing the ENTER key. Note: If you are using a half duplex terminal, enter a CTRL/H (by pressing down and holding the CONTROL key while simultaneously pressing the H key) — then type in the host name.

For example, to log in during the daytime hours you type in:

```
HOST NAME: CIS02 ENTER
```

If you do not receive HOST NAME, you will receive the USER ID prompt. Proceed to the next step.

6. **Enter User ID Number**
   When you receive the USER ID prompt, respond by typing in your User ID number and pressing the ENTER key. For example:

```
USER ID: 70006,51 ENTER
```

7. **Enter Your Password**
   You will be prompted for your password. Type it in exactly or you will receive an error message and be asked to reenter. Press the ENTER key after typing in your password. For example:

```
PASSWORD: BOAT*TOUCH ENTER
```

Notice as you type in your password that it will not print out on your screen. This is a security feature for your protection. (Please do NOT use this example as your password.)

## Handling A Busy Signal Or Network Problems

If you receive a busy signal from a network telephone number, hang up and either try again later or use another network. If you have problems logging on through any of the networks, please jot down the details and report them to CompuServe Customer Service.

Please note, if you have the "call-waiting" phone service an incoming call may interrupt or disconnect you from CompuServe.

## Logging Off The Service

When you are ready to log off the Consumer Information Service, enter the command BYE or OFF at any prompt and disconnect/hang up the telephone from your communications equipment. Failure to enter BYE or OFF may result in your connection with the Service being maintained (and billed to you) for a period of time, normally no longer than 20 minutes, until the Service notices that you have disconnected and drops your User ID number from the Service.

# Where To Get Help

The first place to turn, when you need help using the Consumer Information Service, is the Table of Contents in the front of this User's Guide. Most of the time your questions on how to use the Consumer Information Service will be within this guide. CompuServe knows, however, that you'll encounter more specific types of questions and that's when you should refer to one of the following places.

## The HELP Command

At most on-line prompts, you can obtain a list of commands, information and instructions by entering the word HELP. Some services have their own set of commands and, in most cases, using the HELP command provides immediate assistance.

## Help From Other Subscribers

Our more seasoned subscribers have found that an on-line Forum (also may be called a Special Interest Group on-line) can provide a wealth of information on specific topics such as how to use certain computer equipment features, what programs are available for your type of equipment, what's been developed since you bought your equipment, etc. The membership of the Forums consists of people with a common interest and a willingness to share their knowledge. You'll find tips from other subscribers who learned certain things on their own after hours of use and you'll find tips from experts in the field.

The CB Simulator provides "live" communications with other Consumer Information Service subscribers who are eager to help. Many of the long-time CBers know of short-cuts they are willing to share or tips on which commands to use for the desired action in a specific service.

CompuServe cannot stress password security enough. Even while another subscriber is helping you, never give out your password under any circumstances!

## Customer Service Feedback

If your question requires CompuServe's attention and/or research, there is a Customer Service staff to assist. Questions that will require research or your suggestions for improvement are best submitted through the on-line Feedback service which can be found under the User Information menu. You are not billed for your connect time while in Feedback. If you ask a question that requires an answer, you will receive a response via EMAIL from a Customer Service representative normally within a few days.

## Call Customer Service

Your most immediate problems, such as assistance in logging on, can be directed to the Customer Service staff by telephone. The Customer Service representatives are on duty Monday through Friday from 8 a.m. to midnight and on weekends from 2 p.m. to midnight (Eastern time). There is a call-sequencing device attached to the following numbers which will log your call and direct you to the first available representative.

614/457-8650 from within Ohio and from outside the contiguous U.S.
800/848-8990 from outside Ohio and within the contiguous U.S.

# Billing

Connect time, purchases, supplementary communications surcharges, premium program charges, etc. are totalled and billed once a month through the billing option you select. Those options are explained below.

## Billing Options

### Charge Card Option

The Charge Card Option allows you to have your Consumer Information Service charges sent to your MasterCard or VISA charge card account, whichever you select. You tell us your charge card information and we will report the billing information to the bank. Each month, on your normal VISA or MasterCard statement, you will see your Consumer Information Service charges. You make your payment to your VISA or MasterCard account. There is no CompuServe billing service charge for this option.

### CHECKFREE Option

You can join thousands of consumers who prefer to pay for services through the CHECKFREE payment method. All charges are reported to you each billing period on a billing notice well in advance of the payment date. CHECKFREE, on the precise day indicated on the billing notice, sends an electronic request to your bank (not savings institution) and asks that your Consumer Information Service payment be made from your bank (not savings) checking account. Afterward, your bank will indicate this payment on your checking account statement. There is no CompuServe service charge for this billing option.

Note that the name on your check must match the name used to subscribe. If using a company checking account, the subscription name must be that of an "authorized signer" with a signature card on file at the bank.

## How To Change Your Billing Option

To change your billing option, select "BILLING: Your Charges, Rates, Options, Making Changes" from the User Information menu. You then will receive the following menu.

```
CompuServe                    Page CIS-55

BILLING

1 Current Rates
2 Reviewing Your Charges
3 Billing Options Explained
4 Changing Your Billing Option
5 Changing Your Address
```

When you select "Changing Your Billing Option," you'll be prompted for your new billing selection and information. If the billing information reaches CompuServe early enough in the billing month, the billing option change will take place that billing month. Normally, however, the billing change will be effective beginning within the next billing month.

## How To Review Your Charges

After selecting User Information from the main menu, you have the opportunity to select "BILLING: Your Charges, Rates, Options, Making Changes." Next, upon selecting "Reviewing Your Charges" from the submenu, you will be asked to enter the week-ending date (always a Saturday) before the reports are displayed. The information typically is available for the prior eight weeks, plus the current week. The reports you may review include:

**Week by Week Summary** shows total connect time charges and purchases by week as well as the date those charges were billed to your account.

**Usage Analysis by Week** displays the total time used for each item that generated a charge within the specific week that you select.

**Transaction/Session Analysis** allows you to review each session within a selected week showing your usage, purchases, surcharges, dates, time logged in and out, the total number of minutes used in each session and the amount charged. The purchase and type of usage is displayed by a code and you will need to use the on-line legend to use this report.

**Current Week's Information** displays your total usage and purchases for the current week, as of the last time your account was updated by the billing programs (usually no longer than 24 hours).

**Hardcopy Listing by Week** gives you a weekly summary starting with the week you select and then allows you to request this information to be printed and mailed to you for a fixed and defined charge. The hardcopy report includes the Weekly Usage Analysis and Transaction/Session Analysis reports.

## How To Make A Billing Inquiry

If you have a question about your bill, CompuServe provides your billing detail on-line for up to eight weeks. You should first check this information. In most cases, subscribers can answer their own questions. Should you, however, find that the on-line billing detail does not provide you with an answer, CompuServe recommends you direct your billing inquiry via Feedback or letter to the Customer Service department.

You can call Customer Service as well. However, since some billing inquiries can be complex, research may be necessary which cannot be handled while you are on the telephone. Billing inquiries that require research typically take two weeks.

In all cases, however, you will receive a response via EMAIL to your User ID number when an answer is available. If you are a CHECKFREE billing option subscriber, please indicate that when making your billing inquiry and every effort will be made to handle your inquiry as soon as possible.

Please be patient in waiting for a billing inquiry to be researched as repeat inquiries will only delay research efforts further.

## How To Change Your Address

Upon selecting this choice from the menu, you are taken into Feedback. From the Feedback menu, you can select to change your address. You will be prompted for your new address.

Menus

# The Menus

## Main Menu

The first menu you will see on the Consumer Information Service is called the main menu. Currently there are the following selections on the main menu.

```
CompuServe                 Page CIS-1

Consumer Information Service

1 Home Services
2 Business & Financial
3 Personal Computing
4 Services for Professionals

5 User Information
6 Index

Enter you selection number,
or H for more information. !
```

The Consumer Information Service is a fast growing service. Some of the menus might be slightly different, but you undoubtedly will be able to recognize them and use the information provided in this User's Guide to adequately review the information you want.

# Home Services

The Home Services area is focused on the information that will enhance your home life, bring you enjoyment and maybe save you a few of your hard earned dollars.

- You'll find loads of games to play under the Games selection.
- There is an encyclopedia for the students in your home to reference.
- Join a discussion forum to talk about and get tips on your special interests.
- Have junior take multiple choice quizzes to test his skills.
- Review the travel bargains for the month and tell the travel agency to book your seats.
- Days before you go on vacation, review the National Weather Service's weather forecasts for your destination to plan what you'll need to pack.
- Calculate your dream house's monthly payment.
- Read yesterday's soap opera synopsis of your favorite show.

. . .and much, much more!

Under each of the following selections you'll find many more specific services and information to explore. You can reach this menu by selecting Home Services from the main menu or by entering GO HOM at any prompt.

```
CompuServe              Page HOM-1

HOME SERVICES

 1 News/Weather/Sports
 2 Reference Library
 3 Communications
 4 Home Shopping/Banking
 5 Discussion Forums
 6 Games
 7 Education
 8 Home Management
 9 Travel
10 Entertainment

Last menu page. Key digit
or M for previous menu. !
```

The menu structure as of this printing for Home Services can be found on the fold out flow chart in the back of this User's Guide.

# Business And Financial Services

The Business and Financial Services area provides information and services to streamline your retrieval of stock market data, company reports and more.

- Like so many people today, do you buy or are you thinking about buying stock? If so, you can review a company's stock price history, dividends paid, etc. and make a more educated decision without weeks of research. Once you buy, enter your stock's information into an on-line file along with the amount you paid and track the results using the QPORT program in MicroQuote.
- Purchase a new answering machine to take calls while you're out of the office from the Comp-U-Store shop-at-home services.
- Do you need to book a trip to Los Angeles to close that business deal next week? Select your flights and order your tickets on-line via the Official Airlines Guide Electronic Edition and several travel agencies.
- Need to know how much is left in the business's checking account? Banking services will tell you and then let you pay your bills while on-line. You can see if that check you wrote two days ago has cleared your account yet.
- Send an electronic mail message to your investment club president if he/she is a CompuServe subscriber.
- Been too busy to get out of the office to buy the wife/husband an anniversary gift? Order flowers, perfume or candy while on-line and have it sent to your home.

. . .and more, lots more.

To reach the Business and Financial Services you can make your selection from the main menu or enter GO FIN at any prompt. The following is the Business and Financial Services menu that is available at this printing.

```
CompuServe                  Page FIN-1

BUSINESS AND FINANCIAL SERVICES

1 News & Financial Analysis
2 Investments & Quotations
3 Career Planning
4 Brokerage & Banking
5 Reference Library
6 Discussion Forums
7 Travel Services

8 Personal Finance

Last menu page. Key digit
or M for previous menu. !
```

The menu structure, as of this printing, for the Business and Financial Services can be found on the fold out flow chart in the back of this User's Guide.

# Personal Computing Services

The real strength behind the services offered under the Personal Computing Services selection is putting you in touch with others who have the same equipment or programming challenges that you have.

- Some of the equipment manufacturers and software companies provide newsletters containing information about their products.
- There are many selections to provide you with reference information on computer hardware and software.
- Access EMAIL, CB Simulator, National Bulletin Board, Subscriber Directory and a public filing area where anyone can post or retrieve a file.
- Shop and buy right from your terminal — there's the software exchange service, CompuServe products, books provided by a major publisher, a catalog of electronic parts provided by a major electronics manufacturer and a store where you can choose from thousands of products, electronic and otherwise.
- The Forums await your membership. Many are groups with a similar interest in a particular brand name of computer equipment or software. Some Forums even provide free software for their members.

. . .plus other interesting subjects to choose.

To access the Personal Computing Services area, you can make your selection from the main menu or enter GO PCS from any prompt. The following Personal Computing Services menu exists as of this printing.

```
CompuServe                Page PCS-1

PERSONAL COMPUTING SERVICES

1 News
2 Reference
3 Communications
4 Shop At Home
5 Groups and Clubs

Last menu page. Key digit
or M for previous menu. !
```

The menu structure as of this printing for the Personal Computing Services can be found on the fold out flow chart in the back of this User's Guide.

# Services For Professionals

The Services for Professionals area of the Consumer Information Service is geared toward specific professions, however, the information provided is also of interest to many people who are not in a specific profession but are very interested in learning more about that profession. Much of the information is of the nature that anyone would learn and enhance their lives by having access to such knowledgeable resources.

- Researchers and consultants have compiled and provided a large database of literature available on scientific and engineering topics, including both basic and applied science, energy-related and environmental subjects. You pick the subject and the supplier will provide you with the information and documents you order.
- In the field of aviation you can access aviation weather, flight planning services, the Official Airline Guide Electronic Edition, Peak Delay Guide, aircraft insurance information, FAA rules and changes and Weather Radar Maps for those with the appropriate software and equipment.
- There's a database of used mining equipment that is advertised by equipment manufacturers, distributors and private businesses where you can become a vendor or a buyer.
- There is a section dedicated to data processing professionals and others just interested in the data processing field. There's a newsletter gathered from many large data processing companies and a resume/job openings listing service.
- Interested in incorporating? Check out the Legal information.
- The medical profession can obtain news and information directed towards the medical, dentistry and veterinarian areas.
- Jewelers and those interested in diamonds will find many items of interest.
- Forums are available to those interested in discussing the aviation, mining, engineering/technical, fire protection, medical, legal, environmental and communications industry professions.

. . .plus a whole lot more!

To find the Services for Professionals area, make this selection from the main menu or enter GO SFP at any prompt. The following is the Services For Professionals menu that is available at this printing.

```
CompuServe                    Page SFP-1

SERVICES FOR PROFESSIONALS

1 Aviation
2 Communications/Data Processing
3 Engineering/Technical
4 Environmental
5 Legal
6 Medical
7 Jewelers

Last menu page. Key digit
or M for previous menu. !
```

The menu structure as of this printing for the Services For Professionals can be found on the fold out flow chart in the back of this User's Guide.

# User Information Menu

The User Information menu provides you with a number of selections from which you can obtain information, ask questions, order CompuServe products, etc. The User Information menu at this printing is as follows.

```
CompuServe                  Page CIS-4

USER INFORMATION

1 What's New
2 Command Summary & Usage Tips
3 Feedback to CompuServe
4 Order Products, Guides, etc.
5 Change Terminal Settings
6 Change Your Password
7 BILLING: Your Charges, Rates,
        Options, Making Changes
8 Logon Instructions & Numbers
9 Electronic Bounce Back

Last menu page. Key digit
or M for previous menu. !
```

Each menu choice is further explained in the Services section of this User's Guide. The menu structure for User Information, as of this printing, can be found on the fold out flow chart in the back of this User's Guide.

# Index

The Consumer Information Service INDEX provides the subscriber with the page locations of specific services, retrievable by keyword, alphabetically or by typing out the entire list.

A page location is the two or three letter identifier found in the upper right corner of a "page" of display, followed by a dash and the "page" number. For instance, the main menu is found on page CIS-1 and the Index starts on page IND-1.

The page location used with the GO command provides a shortcut through the menus to the specific service you want to access.

## Search the Index

Upon making this selection from the Index menu, you will receive the next menu.

```
INDEX

1 Search for Topics of Interest
2 List ALL Indexed Topics
3 Quick Index List
4 Explanation of Index

Last menu page. Key digit
or M for previous menu. !
```

## Search for Topics of Interest

You can search the Index for the topics that interest you by entering a topic (keyword) after the topic. For example:

```
Enter topic (ie. stocks)
: weather ENTER
```

You would next receive a list of the services and their page locations that have to do with the topic you entered. Using the weather example above, the following Index would show the services available on weather.

```
1 AP Viewdata, Weather              APV
2 NOAA Weather Wire                 WEA
3 NWS Aviation Weather              AWX

Last menu page. Key digit
or M for previous menu. !
```

You can enter the number that corresponds with your choice, enter the GO command followed by the three letter page location or press the ENTER key to return to the prior Index menu to make more selections.

### List All Indexed Topics

You can list all topics that are in the Index by selecting that choice from the first Index menu. This list will be very long since there are thousands of services within the Index. A good alternative to listing all the topics is to list only those that start with a specific letter of the alphabet. You can do this by selecting Quick Index List.

### Quick Index List

Under this selection, you will be asked to enter the letter of the alphabet for all topics beginning with that letter to be displayed. This list may be long, depending upon the letter (for instance, there are many topics beginning with the letter M but none for the letter Z). You would receive the following prompt.

```
Enter Alphabetic Character for
which ALL topics are to be
listed (ie. B)
: M (ENTER)
```

In this example, a complete list of all indexed topics beginning with the letter M would be displayed.

### Explanation of Index

This selection provides you with an explanation of the Index and how it works.

# User Information Descriptions

## What's New

Frequently (at least once a week), the first time you log on during a day, you will get a What's New notice containing the current news topics from CompuServe. An example of such a notice is as follows.

```
CompuSeve Information Service

* New travel service now avail.
* Work-at-Home features J. Niles
* New # in Salt Lake City
* Shopping Specials
* Music Forum features guest
```

New articles are added weekly and it's well worth your time to read these as it's the best way to stay current and be sure you are taking full advantage of the services. For instance, suppose you live in Salt Lake City, Utah and you most likely have been using the CompuServe network number (no communications surcharge). If that number will be changing (this is only an example), you would benefit from reading about the new number and when it will be changed.

### Accessing What's New

You can reach the What's New articles by selecting What's New from the User Information menu or by entering GO NEW from any menu prompt. Upon entering What's New, you might receive a menu as follows:

```
CompuServe                    Page NEW-1

* * * * * WHAT'S NEW * * * * *

******************************

Current Week's Announcements


1 West Coast Travel Debuts
2 Work-at-Home features J. Niles
3 New # in Salt Lake City
4 Fifth Avenue Shopper Specials
5 B. Militello on Music Forum

Input a number or key
⟨ENTER⟩ for more choices. !
```

If you were to select number three in the above example, you would receive the article on the new number in Salt Lake City, Utah.

By pressing the ENTER key at the prompt shown in the above example, you would receive a list of news articles that were available the previous week, and so on. Articles are kept on-line for approximately one month.

## Command Summary And Usage Tips

This selection from the User Information menu provides you with an explanation of the menus and how they work, connecting one service to another. You also can get a list of the menu/navigational commands and a brief explanation of how they are used. You can review a list of Control Character commands as well as the service's communications standards.

Upon selecting Command Summary & Usage Tips from the User Information menu you will receive the following menu.

```
CompuServe                    Page CIS-58

COMMAND SUMMARY AND USAGE TIPS

1 Explanation of Menus and "GO"
2 Nativational Menu Commands
3 Control Characters
4 Communication Standards

Last menu page. Key digit or
M for previous menu. !
```

# Feedback To CompuServe

The Feedback service provides the most cost-efficient means of handling your comments, questions and action requests while helping CompuServe to keep your service charges as low as possible. Of course, your use and expectations associated with communicating through Feedback are very important to its success.

You are not billed for connect time while you are using Feedback. If you are using a supplementary network (one other than the CompuServe network), you will be billed for your communications surcharge.

You can ask a question, change your address, request additional services and make general comments and suggestions while in Feedback. When you are asking a question that requires research, such as is the case with most billing questions, please allow time for research and response before inquiring again. (Billing questions can take up to two weeks for CompuServe to research and respond.)

The Customer Service representative will respond to your question by sending an EMAIL message to your User ID number as soon as possible.

**Reporting "Trouble Using a Service" via Feedback** — Please provide as much detail as possible regarding a specific service problem, such as the exact error message received, the area of the service you were using prior to the error message, time and date, nature of problem, etc. The specific details aid CompuServe's programmers in locating and correcting problems which they can recreate. Service problems may take intense research and follow-up responses to subscribers are not possible. Please accept our appreciation in reporting the details and feel confident CompuServe will research and correct any discovered problems.

**Accessing Feedback** — You can access Feedback from the User Information menu. Upon entry you will receive a brief notice and be taken to a menu. You are to select the category that best fits your type of questions, action request or comment. You then will be prompted for information — please answer all prompts. Each response helps CompuServe to quickly and properly handle your question, request or suggestion.

**Exiting Feedback** — Entering a (CTRL/C) command while in Feedback will not exit but will erase any entries you are making.

CompuServe recommends that you NOT use the (CTRL/C) command to exit, but return to Feedback's initial menu by pressing the (ENTER) key at the prompts and then select Exit Feedback from that menu.

After you select Exit Feedback from the menu, you will receive a notice thanking you for using Feedback and notifying you that if you asked a question you will receive a response via EMAIL and that if you provided CompuServe with a comment or suggestion, to please accept our "thank you" and no further notification will be given. Additional service requests are normally processed within the next three working days. Before exiting, you are notified that your connect time charges will resume on the next page.

# Ordering Products, Guides, Etc.

By selecting Order Products, Guides, Etc. from the User Information menu you are taken into a program where you are given menu selections from which you choose the items you are interested in purchasing. Before ordering an item, CompuServe recommends you read the description in full. The description will tell you about the product, and in some instances about the size of the product, the version date and/or limited availabililty.

Your entire order will be displayed and you will be asked to verify its accuracy. A "No" response to the verification question will cause the entire order to be erased. A "Yes" response to the verification question will cause the entire order to be entered, fulfilled, sent and billed.

When your order is entered, please note the date you ordered and allow four weeks for delivery. Delivery within the continental United States to addresses that are NOT P.O. Boxes will be made via United Parcel Service (UPS). Delivery to all other locations will be made via United States Postal Service (USPS).

**Exiting Product Ordering** — Use of the (CTRL/C) command in the ordering program will cause all entries to be erased. CompuServe recommends that you do not use the (CTRL/C) but that you return to Product Ordering's initial menu by pressing the (ENTER) key at the prompts and then select Exit Ordering from that menu.

Upon leaving the ordering program, you will be given a brief message reminding you to wait at least four weeks before inquiring about your order through Customer Service.

# Change Terminal Settings

A complete set of instructions for this service can be found in the "Services" tab of this User's Guide under "Terminal Settings".

# Change Your Password

You can select this option from the User Information menu and change your password. You will be asked to type in your existing password and then your selection for your new password. This should be done in a private location. If you do not enter what CompuServe considers to be a secure password, you will be given a brief notice and asked to enter a new password.

**Selecting a Secure Password** — The most secure password consists of two unrelated words connected by a symbol such as BOAT*TOUCH. While it may be easier for you to remember a password that has special meaning to you, such as your own name, it also will be easier for another person to guess your password. We strongly advise against using your name, initials, CB Simulator "Handle" or another password that could be easily guessed. We recommend your password be at least eight characters in length. (Please do not use any example passwords shown in this User's Guide as your own.)

**If You Lose or Forget Your Password** — Should you lose or forget your password, you may call CompuServe's Customer Service department (see the Customer Service section for hours and telephone numbers) and request that a new password be generated and mailed to you at the address we have on file for your account. (Remember, passwords are permanently encrypted so they cannot be read.) You will be charged $1.50 to cover postage and handling.

To protect you, the Customer Service Representative will ask you for information to verify that you are indeed the owner of the User ID number for which you are asking us to change the password and mail it to you. Additionally, the representative must be able to call you at the telephone number that CompuServe has on file for you. Once satisfied, the representative will request that your password be changed and mailed to you.

The password is mailed two working days AFTER the date of your request to the address CompuServe has on file for you. You cannot provide a new address over the phone.

## Billing: Your Charges, Rates, Options, Making Changes

By selecting the Billing option from the User Information menu, you will receive the following sub-menu:

```
CompuServe                    Page CIS-55

BILLING

1 Current Rates
2 Reviewing Your Charges
3 Billing Options Explained
4 Changing Your Billing Option
5 Changing Your Address

Last menu page. Key digit
or M for previous menu. !
```

**Current Rates** — If you select Current Rates, you will have access to the most current information regarding the Consumer Information Service rates.

**Reviewing Your Charges** — If you select Reviewing Your Charges, you will be taken to a program where you are asked to enter the week-ending date (always a Saturday). The charge details are typically available for the eight weeks prior to the current date plus most of the current week (normally up to the day before yesterday).

You can have the billing detail mailed to you on hardcopy for a charge that is specified in the on-line introductory information of this program.

**Billing Options Explained** — This selection provides an explanation of the available Billing Options.

**Changing Your Billing Options** — This selection prompts you for your new choice of billing option and the necessary information.

**Changing Your Billing Address** — This selection takes you to Feedback where you can choose from the Feedback menu to change your billing address. You will be prompted for your street address, city, state, zip code and telephone number. You can also change your billing address by sending a signed letter containing your old and new addresses along with your User ID number to the following address.

CompuServe Consumer Information Service
Customer Administation Department
P. O. Box 20212
Columbus, OH 43220

To protect our subscribers, CompuServe will not accept an address change request over the telephone.

## Logon Instructions and Numbers

By making this selection from the User Information menu, the following sub-menu will be displayed:

```
CompuServe                 Page CIS-37

LOGON INSTRUCTIONS AND NUMBERS
 1 Telephone Access Numbers

LOGON INSTRUCTIONS
 2 CompuServe
 3 TYMNET
 4 Telenet
 5 DataPac (Canada)

 6 Logging Off
 7 Busy Signal/Network Problem

Last menu page. Key digit
or M for previous menu.
```

**Telephone Access Numbers** — This selection lets you locate network access telephone numbers which will connect to the CompuServe Consumer Information Service. You can select to view the recently changed numbers, the planned additions, list out all numbers, search for specific locations' numbers and more.

After you select Telephone Access Numbers from the menu, you will receive the following menu (current as of this printing).

```
CompuServe                Page CIS-177

1 Instructions & Helpful Info.
2 Ph. # Changes/Future Info.
3 300 baud - Ph. # Search
4 1200 baud - Ph. # Search
5 300 baud - List All Ph. #s
6 1200 baud - List All Ph. #s
7 2-ltr Province Codes: Canada
8 2-ltr State Codes: U.S.

0 Exit Phone Program

Enter option number !
```

The network access telephone number displays a single-letter code at the end of each number. This code identifies the network you will access when you use this number. Those codes are:

**C** CompuServe Network

**T** TYMNET network

**G** GTE Telenet network

**D** DataPac network (from Canada only)

**Logon Instructions** — You can read how to log on to the Consumer Information Service through the networks available: CompuServe, TYMNET, Telenet and DataPac (only from Canada). If you plan to use one of these networks, please read the instructions carefully as each network's logon instructions are different.

**Logging Off** — This choice explains the proper way to log off the Consumer Information Service. By not logging off properly and simply hanging up the telephone, you may be adding to your bill up to 20 minutes of connect time.

To log off properly, enter BYE or OFF at a menu prompt and wait for the log off message before hanging up the telephone connection.

**Busy Signal/Network Problem** — This selection will give you the following information.

```
If you receive a busy signal
from a network telephone number,
hang up and either try again
later or use another network.
If you have problems logging on
through any of the networks, you
may jot down the details and
report them to the CompuServe
Customer Service department.
```

## Electronic Bounce Back

The Electronic Bounce Back service allows you to request information about products and services you see in CompuServe's "Online Today" magazine. Your requests for information will be forwarded electronically to advertisers, editors, manufacturers, etc. (or in some cases will be forwarded by U.S. mail).

When requesting more information regarding item(s) seen in display ads, you will be asked to leave your name and address and any comments or requests. Your requests will be electronically filed and accessed only by the advertiser(s) you specify. Advertisers may respond immediately or wait until the end of the month when "Online Today" forwards printed requests.

When requesting more information about an editorial article or review you read in "Online Today", you may simply leave your name and address or add a specific question or comment. All requests for additional information will be forwarded to the participating companies each month.

If you want more information about a "Online Today" Shopper's Guide article, you will need to send an EMAIL or mail a letter to the appropriate company. Requests are not forwarded from Electronic Bounce Back.

# Terminal Settings

## What You Can Do

The Consumer Information Service provides a way for you to customize your information display by using the Terminal Settings selection found under User Information. You can set the number of characters per line, whether you want both upper and lower case output, the type of computer you are using and more. You should consult the instructions for your terminal emulation software to confirm the proper Terminal Settings you should use.

You also can set the first page of display to a specific area, such as EMA (for EMAIL). Unless you make the first page change through the Terminal Settings selection, the main menu page, CIS-1, is assumed.

You can make your Terminal Settings selections effective for only your current session, which is handy when you are using another type of computer for only a short period of time and then will return to using the computer you normally operate.

The program behind the Terminal Settings selection is called DEFALT. Once you have made permanent Terminal Settings, these selections are occasionally referred to as your "defaults."

Upon selecting Terminal Settings, the following menu is displayed.

```
             Welcome to DEFALT
1 Instructions
2 Setting Your Terminal Type
3 Setting Your Logon Actions
4 Setting Delays for Printers
5 View or Change Current
     Terminal Parameters
6 Exit DEFALT

Last menu page. Key digit or
M for previous menu. !
```

# Instructions

If you select Instructions from the prior menu, the following sub-menu is displayed.

```
Instructions:
1 Overview
2 Terminal Types Explained
3 Service Actions Explained
4 Delays for Printers Explained
5 Terminal Parameters Explained

Last menu page. Key digit or M
for previous menu. !
```

Within this reference material, we will cover the various types of actions you can take and provide you with a brief explanation of each. While CompuServe makes every effort to announce new versions of our reference materials, you may find that you are not using reference material that has been updated to match improvements made to the DEFALT program. If for some reason the action described in this instructional material does not work while on line, we suggest you review the on-line instructions for the most current explanation.

# New User's Terminal Settings

CompuServe will make the Terminal Settings for each user upon logon. CompuServe will "ask" your terminal emulator program to identify itself. Your terminal settings will be set according to the "answer." If you are not running a VIDTEX terminal emulator program or a compatible program and you select "OTHER" as your terminal type, CompuServe will make the following Terminal Settings for each new user.

| **Parameter** | **Current Settings** |
|---|---|
| terminal type | Other |
| baud rate | whatever baud rate you are communicating |
| terminal width | 72 characters |
| page size | 0 lines |
| form feeds | simulated (are used in displaying output) |
| horizontal tabs | simulated (are used in displaying output) |
| terminal supports | upper case/lower print type |
| caps lock | is on |
| line feeds | are sent following each line |
| parity | even |
| blank lines | are sent and displayed in output |

If the Terminal Settings made by CompuServe do not match the settings you need, you should change them using the instructions found here or use the instructions found on-line under Terminal Settings.

# Terminal Types

When you select a specific terminal type (computer type), the DEFALT program will automatically set the rest of the terminal parameters according to the needs of the selected computer and the most commonly made settings by users of that computer.

You are to first select one of the following terminal types.

**VIDTEX Software Compatible** is any computer running Radio Shack Videotex or CompuServe VIDTEX software. Also, this terminal type is suitable for any software that uses Videotex control codes.

**ANSI Compatible (VT100)** is appropriate for any terminal or communications software that uses ANSI standards. VT100 is a business terminal.

**Teleray 1061** contains the same control codes as in VIDTEX Compatible, but provides screen parameters suitable for a Teleray 1061 terminal.

**OTHER** is anything else. The only control codes transmitted are RETURN and LINE FEED.

Under each category, you will be given specific terminal/computer choices. If the automatically set parameters do not meet your needs, you can change them by selecting View or Change Current Terminal Parameters from the DEFALT menu AFTER you have made your Terminal Type selection.

# Terminal Parameters

Terminal parameters are settings that allow your terminal to interact with the CompuServe Consumer Information Service in a desired manner. They tell CompuServe's computer system the type of terminal features your equipment has and how to display and receive information.

The following lists each terminal parameter selection, a description of each and what the DEFALT program will display upon selecting each parameter.

## Terminal Width

The terminal width is the number of characters that are displayed on one line when the Scroll Command is used. Every terminal/computer has a limit that the equipment will handle and should be taken into consideration when making this selection.

Upon selecting TERMINAL WIDTH from the menu, the following is displayed.

```
TERMINAL WIDTH      72 CHARACTERS.

⟨ENTER⟩ LEAVES IT UNCHANGED.

HOW MANY CHARACTERS PER LINE
FOR THIS TERMINAL? 80 (ENTER)
```

### Line Feeds

A line feed advances the displayed line up one line. A line feed is embedded within the displayed information after every line so that the next line is displayed on the next blank line of your screen (and not displayed overlaying the previous line). If your terminal/computer supplies a line feed after every line, you should set the line feed selection so the service does not send the additional line feed (which would result in the display being double spaced). Most terminals/computers do not supply a line feed and the most common setting for this selection is to send a line feed at the end of each line.

Upon selecting LINE FEEDS from the menu, the following is displayed.

```
1 SEND A LINE FEED AT THE END OF EACH LINE
2 DO NOT SEND A LINE FEED AT THE END OF EACH LINE

CURRENT SETTING IS 1
(ENTER) LEAVES IT UNCHANGED.
KEY CHOICE: 2 ENTER
```

### Parity

CompuServe normally accepts even parity, but if your equipment requires other than even parity you may change this setting. CompuServe recommends you consult your terminal emulator instructions or your equipment dealer/manufacturer if you are unsure about the appropriate Parity setting.

Upon selecting PARITY from the menu, the following is displayed.

```
1 PARITY IS ZERO
2 PARITY IS EVEN
3 PARITY IS ODD
4 PARITY IS ONE

CURRENT SETTING IS 2.
(ENTER) LEAVES IT UNCHANGED.
KEY CHOICE: ENTER
```

### Blank Lines

Blank lines are embedded in displayed information to make it easier to read. If you want to supress these blank lines you may do so by selecting the Blank Lines option. Typically, blank lines are suppressed when using a printing terminal and conserving paper is an important consideration. Suppressing blank lines is also useful when using a terminal/computer that has a page size of less than 16 lines.

Upon selecting BLANK LINES from the menu, the following is displayed.

```
1 DO NOT SEND BLANK LINES
2 SEND BLANK LINES

CURRENT SETTING IS 2
(ENTER) LEAVES IT UNCHANGED.
KEY CHOICE: ENTER
```

## Page Size

The number of lines that will fit on one screen or printer page is the Page Size.

Upon selecting PAGE SIZE from the menu, the following is displayed.

```
PAGE SIZE IS NOW          0 LINES

(ENTER) LEAVES IT UNCHANGED.
HOW MANY LINES PER PAGE FOR
THIS TERMINAL? 24 (ENTER)
```

## Form Feeds

There are two kinds of form feed settings - Real and Simulated. As information is displayed, there are embedded form feeds. You are to determine and set how you want these form feeds to be handled by your terminal/computer.

**Real** — By setting the form feed option to Real embedded form feeds will be transmitted to your terminal. This will cause most terminals/computers with a screen to clear the display and move the cursur to the upper left corner of the screen when a form feed is received. Printing terminals with a top-of-page feature will advance to the top of the next page when a form feed is received.

**Simulated** — For terminals/computers that do not recognize a form feed, the Form Feed setting should be set to Simulated. This will cause eight blank lines to be displayed when an embedded form feed is encountered which will provide a separation between pages.

Upon selecting FORM FEEDS from the menu, the following is displayed.

```
1 FORM FEEDS ARE REAL
2 FORM FEEDS ARE SIMULATED BY BLANK LINES

CURRENT SETTING IS 2
(ENTER) LEAVES IT UNCHANGED.
KEY CHOICE: 1 (ENTER)
```

## Horizontal Tabs

There are two kinds of horizontal tabs settings — real and simulated. As information is displayed, there are embedded horizontal tabs. You are to determine and set how you want these tabs to be handled by your terminal/computer.

**Real** — If your terminal/computer has tab stop features, you will want to set the horizontal tabs to real. This will cause the tab to occur whenever it is encountered within information displayed.

**Simulated** — If your terminal/computer does not have the tab stop feature, you should set the horizontal tabs to simulated. This will cause eight spaces to be displayed whenever a tab in encountered within the information displayed.

Upon selecting HORIZONTAL TABS from the menu, the following is displayed.

```
1 HORIZONTAL TABS ARE REAL
2 HORIZONTAL TABS ARE SIMULATED BY SPACES

CURRENT SETTING IS 2
(ENTER) LEAVES IT UNCHANGED.
KEY CHOICE: 1 ENTER
```

### Terminal Supports (upper/lower case print type)

Some terminals/computers can display upper and lower case print type while others cannot. You may set the print type according to what your specific equipment can handle and how you want your information displayed.

Upon selecting TERMINAL SUPPORTS from the menu, the following is displayed.

```
1 TERMINAL SUPPORTS UPPER AND LOWER CASE. CAPS LOCK IS
ON.
2 TERMINAL SUPPORTS UPPER AND LOWER CASE. CAPS LOCK IS
OFF.
3 TERMINAL SUPPORTS UPPER CASE ONLY.
4 TERMINAL SUPPORTS LOWER CASE ONLY.

CURRENT SETTING IS 1
(ENTER) LEAVES IT UNCHANGED.
KEY CHOICE: 2 ENTER
```

### Caps Lock

If your terminal/computer has the upper and lower case option, you can set the Caps Lock to whatever you prefer your entries to look like (it has no effect on output displayed). By setting the Caps Lock to on, all letters you type will appear in upper case. If you set the Caps Lock to off, all letters that you type will be lower case unless you use the Shift key to capitalize a specific letter (such as the beginning letter of a sentence). The Caps Lock does not have any effect on the letters displayed by the Service — that is determined by the Upper/Lower Case setting.

Upon selecting CAPS LOCK from the menu, the following is displayed.

```
1 CAPS LOCK IS ON. ALL INPUT IS UPPER CASE.
2 CAPS LOCK IS OFF. INPUT IS UPPER AND LOWER CASE.

CURRENT SETTING IS 1
(ENTER) LEAVES IT UNCHANGED.
KEY CHOICE: 2 ENTER
```

# Logon Actions

Upon selecting Setting Your Logon Actions from the DEFALT menu, first your current log-on settings are displayed and then you may change those settings. For example, the following display could appear:

```
1 If Email waiting,                Go To EMAIL
2 You Now Receive                 Full Prompts
3 The first service is                  FIN-40
4 Top page is                            CIS-1

Select item to be changed or
press <ENTER> for no change. !
```

At this point you may select and change any of the above categories.

### If EMAIL Waiting

If you have EMAIL Waiting you receive a notice immediately after logon. You can set this option to immediately access the EMAIL service after the notice by selecting this item from the menu.

### You Now Receive

When you become very familiar with using the service, you might want to receive some prompts in a more concise form. This is called the expert status. These brief prompts are only available in some areas of the service, such as in the Forums.

### First Service Is

You can set the page you want displayed upon logging on. Every new subscriber's first page is set automatically to CIS-1. (CIS-1 contains the menu that CompuServe refers to as the main menu.) If you want the first page displayed upon logging on to be something other than CIS-1, select this item from the menu and enter the page number you desire.

### Top Page Is

At any prompt within the Consumer Information Service, if you enter the T command, you are taken to the "Top" menu page. Every new subscriber's Top page is automatically set to CIS-1. (CIS-1 contains the menu that CompuServe refers to as the main menu.) If you want your Top page to be something other than CIS-1, select this item from the menu and enter the page number you desire.

You should be set for receiving full prompts when using a new service to fully understand instructions and prompts. The expert status may cause you time consuming delays in determining appropriate responses while using new services.

The following will appear when you select to make a change to this setting. An example choice is included.

```
WHEN USING CERTAIN SERVICES,

1 USE EXPERT MODE, PROMPTS WILL BE SHORTENED
2 USE NOVICE MODE, PROMPTS WILL BE FULL

CURRENT SETTING IS 2
<ENTER> LEAVES IT UNCHANGED.
KEY CHOICE: ENTER
```

## Setting Delays For Printers

Subscribers using a CompuServe Network telephone number (not applicable to supplemental network access) who want to use a printer to display information may need to have delays set after each line of output in order for the printer to keep pace with the output. If you find that while using a printer that you are losing characters at the beginning of lines, you should select and set one or both printer delays.

For most terminals/computers, each line of information is followed by a carriage return and a line feed. The carriage return moves the print head on a printer to the extreme left and the line feed advances the paper up one line. By adding a printer delay, this allows the printer to have time to make those mechanical moves without loosing any characters before beginning printing again.

*Note: Printer delays will not be functional if access to the CompuServe Consumer Information Service is made through a supplemental network.*

There are two types of printer delays. You can set one or both delays.

### Carriage Return Delay

This printer delay takes effect immediately after the carriage return and before the line feed takes place. This is perhaps the most common printer delay since the carriage return takes the longest for the print head to accomplish.

### Line Feed Delay

The line feed delay takes effect after both the carriage return and the line feed have taken place.

The printer delay is a value between 1 and 255. You are to determine the best value for your printer so as to allow enough time for the print head to catch up but not so long as to cause time consuming and unnecessary waiting.

The following will appear when you select to make a change to the printer delay setting in DEFALT.

```
DELAYS FOR PRINTERS:

1 DELAY AFTER CARRIAGE RETURN          0
2 DELAY AFTER LINE FEED                0

Select item to be changed or press
<ENTER> for no change. ! 1 ENTER
```

Upon selecting to set a printer delay, as in the previous example, you will be given the current setting for your selection and prompted for the delay value you want to set as follows.

```
DELAY AFTER CARRIAGE RETURN            0

<ENTER> LEAVES IT UNCHANGED.

WHAT IS THE DESIRED DELAY AFTER
A CARRIAGE RETURN? 20 ENTER
```

You are now shown the current settings for the delays with your change.

```
DELAYS FOR PRINTERS:

1 DELAY AFTER CARRIAGE RETURN         20
2 DELAY AFTER LINE FEED                0

Select item to be changed or press
<ENTER> for no change. ! ENTER
```

At this point you may make a second printer delay selection or return to the prior menu.

## Overriding The Terminal Settings At Log On

You can override the terminal settings at log on by entering ;TTY after your User ID number. For example,

```
USER ID: 70001,51;TTY (ENTER)
```

This will cause the terminal type to be OTHER and all the terminal parameters set for the terminal type OTHER. When you log off, your Terminal Settings will revert to whatever you had set prior to this log on session.

Use of this ;TTY override is helpful when your Terminal Settings are made for a specific type of non-printing terminal and you want to log on and use a printing terminal for that session only.

## Exit DEFALT

To exit DEFALT, enter the EXIT command at any ! prompt. As you are exiting the program, if you made any Terminal Setting changes you are prompted with the following.

```
1 MAKE ALL CHANGES EFFECTIVE FOR FUTURE SESSIONS
2 CHANGES EFFECTIVE FOR THIS SESSION ONLY

<ENTER> MAKES CHANGES EFFECTIVE FOR THIS SESSION ONLY.
KEY CHOICE: 1 (ENTER)
```

You will need to select MAKE ALL CHANGES EFFECTIVE FOR FUTURE SESSIONS if you want your settings to remain until you enter the DEFALT program and change them again.

You can either select CHANGES EFFECTIVE FOR THIS SESSION ONLY or simply press (ENTER) to have the settings effective during your current log on session only. If you select this option, at log off all Terminal Settings will revert to whatever was set before, however, the Service Action changes will remain permanent.

# Subscriber Directory

The Subscriber Directory provides you with a way to locate other subscribers by name, with similar interests or within the same geographic location. One of the most valuable features of this directory is obtaining the User ID number of other subscribers so you can communicate with them via electronic mail (EMAIL) or through our other communications services.

Entry into the Subscriber Directory is voluntary, so not all subscribers will be listed. You may enter your own information by responding to the prompts. Also you can change or delete your information whenever you want. You will be asked to enter your User ID number, name, city, computer brand/model and personal interests.

*Note: Your entries in the directory will not change your billing information. Billing information is changed by making a selection from the User Information menu or by sending a letter to CompuServe's Customer Administration department.*

The Subscriber Directory can be found by selecting either Home Services, or Personal Computing from the main menu and then selecting Communications. Next select Subscriber Directory to have the following menu displayed.

```
SUBSCRIBER DIRECTORY

1 Explanation
2 Search by Category
3 Enter Your Information
4 Change Your Current Info
5 Delete Your Current Info

Last menu page. Key digit
or M for previous menu!
```

You now can manipulate the directory to enter or retrieve information or to delete or change your directory information.

To search for other subscribers' information, you can use the following categories.

```
SEARCH BY CATEGORY

1 User ID number
2 Last Name
3 City
4 Interests
5 Computer Brand/Model

Last menu page. Key digit
of M for previous menu!
```

# Forums

The CompuServe Consumer Information Service provides Forums where you and other subscribers can discuss and exchange information on specific subjects of common interest. Forums generally provide management bulletins, message posting and retrieval, conferencing, member interest files and a data library (databases). Forum membership usually is provided on request at no additional charge, however, if there is a membership charge or a delay in membership acceptance, you always are told in advance of joining. Limited information is available to non-members.

There are Forums organized for discussing a wide variety of subjects. Forums can be found under each of the following main menu selections: Home Services, Business & Financial Services, Personal Computing and Services for Professionals. It is hard to imagine there is not at least one Forum that will catch the interest of every subscriber and most likely there is more than one.

At this printing, some of the discussion groups on the Consumer Information Service are being called Special Interest Groups (SIGS). CompuServe is in the process of converting these groups to the name "Forums" to provide subscribers with a consistent reference. If you encounter the term SIGS while on-line, be aware that the Forum instructions provided in this User's Guide apply.

Forum members can leave messages for other members, participate in "live" electronic conferences, store articles for the general membership to read, retrieve articles or messages and some even provide public domain computer programs for you to copy.

Forums are run by "System Operators" who are frequently referred to by the contraction "SysOps." If you have questions or suggestions about a Forum, the SysOp is the person to contact.

Additional Forums are being added to the Consumer Information Service and are announced weekly on-line in What's New.

The information provided in this User's Guide is limited and will provide you with enough commands and information to explore the Forums and determine if you want to become a more knowledgeable and efficient user. CompuServe suggests that you order the Special Interest Group User's Guide (soon to be renamed the Forum User's Guide) from the on-line ordering selection from the User Information menu.

## Entering A Forum

If it is your first visit to a Forum, you will be asked to type in your name and whether you want to join the Forum's membership. A few Forums charge for membership, but in all cases you will be told in advance if there is a membership charge or a delay in membership acceptance.

After you type in your name and respond to the membership question, you will be given a bulletin that typically will tell you of this particular Forum's goals and objectives.

## The Function Menu

After the initial bulletin, you'll be given a Function menu. Examine the Function menu closely and select your next action. Normally, you'll be able to leave a message, read messages from other members or from the SysOp, read members-only general bulletins, obtain information on how to join the Forum (this selection disappears after you join) and more. CompuServe recommends that you enter the "I" command when first accessing a new Forum to obtain instructions.

You can enter your choice by typing in the selection number or the one or two letter command that is shown in parentheses. You can get a list of Function menu commands by entering the word HELP at the Function menu's prompt. Those commands include:

**B** Bulletins.

**E** Exit the Forum.

**G** # Go to a specific message number.

**I** Diplays the Forum's instructions.

**L** Leave a message.

**M** Go the the previous menu.

**OFF** Log off the Consumer Information Service.

**OP** Change your Forum Options.

**R** Retrieve a message.

**T** Go to the main menu of the Consumer Information Service.

**V** Allows you to add, change or delete your membership file information or view other member's information.

**X** Go to a Forum database.

**XA** Go to the Access database.

## Reading Messages

If you select to "read messages," you are asked to enter a subcommand. Your choices are:

**A** Abort command ignores the previous Read command .

**F** Reads the message that follows the last message read.

**I** Reads specific message numbers individually.

**M** Reads messages that are marked.

**N** Reads all messages added since your last time in Forum.

**R** Reverse command reads the message that was before the last message.

**S** Searches for a specific message.

Select and enter the sub-command from the previous list. You will receive the following information and prompt after you enter the sub-command.

```
System contains messages
10044 to 10542
Starting message Number
(N implies since last time on): N ENTER
```

By entering N as shown in the example above, the messages will be displayed that have been entered since the last time you visited the Forum.

## Search And Read A Message

If you enter the command to search for a specific message, you will be asked to enter the specific field you want to search for. Your choices are (you need only enter the single letter within parentheses):

**F** Reads all messages FROM a specific name.

**S** Reads all messages with a specific subject.

**T** Reads all messages TO a specific name.

Regardless of which subcommand you enter from the list above, you are asked to enter the specific string of characters that you want to look for and have just those messages displayed. For example, if you want to search for all messages "to" you, you would select the T subcommand and then enter your name as the string.

```
Subcommand: S (ENTER)

Search Field: T (ENTER)

Search String: Andy Jones (ENTER)
```

This will cause any message addressed to Andy Jones that follows the last message you read to be displayed.

## Leaving A Message

Select "Leave a message" from the Function Menu and you will be prompted for the following specific input.

```
TO:
```

If you want to address your message to the entire membership, type "All" after the TO: prompt. You just as easily can type in someone's name which addresses your message to a specific member. If you add the individual's User ID number on the same line following their name, the next time they enter the Forum they will receive a notice that there is a message waiting for them and will be told how to read it. If you type in SYSOP after the TO: prompt, your message will be "marked" for the System Operator of the Forum.

Next, the Forum will prompt you for:

```
SUBJECT:
```

Your response to this prompt can be up to 24 characters long.

Now you are ready to write your message. The system will prompt you with line numbers and you are to enter in a line of your message followed by pressing the (ENTER) key. Your messages are limited to 96 lines in length or 2,500 characters whichever comes first. To stop the line number prompts, simply press the (ENTER) key at the beginning of a new line.

Your message will be reformatted when stored to minimize storage space. There is a way to compose a message and have stored in the format you desire. This technique is explained in the Forum (Special Interest Group) User's Guide.

You now will receive a "Leave Option" menu. You are to select the action you want the Forum to take with your message, which includes allowing you to type it out, store it for the membership, edit it, continue adding to it or erase the message and go back to the prior menu. A ? at the Leave Option prompt will display the available choices.

## Bypassing Menus For Expert Users

The seasoned Forum member typically likes to bypass the menus and receive a prompt to which he/she may respond with a command. To do this, you first must select the Brief (BR) Change Your Options from the Function menu and then select Change to Command Mode. From this point on the Function menu will be replaced by the prompt:

```
Function:
```

And instead of the Option menu you will receive the prompt:

```
User Option:
```

You may change back to the menus at any time by entering the MENu command at a User Option: prompt.

## User Options

You may set User Options for only your current session or make them permanent to take effect every time you enter that Forum.

To change your User Options, first select Change Your Options from the Function menu (or enter the OP command at a Function: prompt if you are using command mode). The User Option menu is then displayed (or the User Option: prompt is displayed if you are using command mode). You can enter a selection from this menu or enter a ? at the prompt for a list of User Options.

User Option commands available at this printing include the following.

### General purpose commands:

**CN** Allows you to change your membership name.

**DS** Allows you to set the message Section first entered (When this command's description is displayed on-line, it is followed by the Section you currently have. For example if (0) is displayed, you currently are set to access Section 0 first.).

**MEN** Displays menus, discontinues command prompts.

**P** Makes your options permanent for this and future sessions.

**T** Returns you to the Function menu or Function: prompt.

### These commands affect the way your messages are displayed:

**LL** Changes your line length (When this command's description is displayed on-line, it is followed by the line length setting you currently have. For example if (72) is displayed, your current line length is set for 72 characters.)

**NS** Does not stop between messages as they are retrieved (you must enter a CTRL/C command to stop the display).

**ST** Stops between messages as they are retrieved and gives you the opportunity to read the next message, reply to the message you just read or to return to the Function menu (only if you do not have the brief mode setting).

**The following commands affect the way your prompts appear:**
**BR** Sets the brief mode which abbreviates the prompt you receive.

**NB** Removes the brief mode setting to provide you with full menus and prompts.

**PC** Changes your prompt character (When this command's description is displayed on-line, it is followed by the prompt character you currently have set. For example, if (*) is displayed, your current prompt character is an asterisk.)

## Databases

There are two types of databases in a Forum. The X Database consists of information posted by the SysOp that is believed to be of interest to the entire membership. The X database is accessed by entering the X command at the Function: prompt or Function menu prompt. The SysOp controls what information is "accepted" for this area.

The XA database allows you to upload and download files and public domain programs, view a catalog of XA database files or read the XA database files.

To get a list of XA database commands, type HELP after issuing the XA command.

# Communications Software

If you are using a computer, you need communications software to access CompuServe.

CompuServe offers powerful communications programs for a variety of computers.

As of this printing CompuServe's communications software is available under the names VIDTEX™ and the Professional Connection for the following computers:

Apple II, II+ and IIe
Atari 400, 800 and 1200
Commodore 64
Commodore PET
CP/M based systems
KAYPRO II
IBM PC
Osborne I
TRS-80 Color Computer
TRS-80 Model I/III
TRS-80 Model II

CompuServe's communications software is sold to subscribers through the on-line ordering selection from the User Information Menu as well as in retail stores across the United States.

Beside communications capabilities, the communications software programs provide many useful features that can make your CompuServe sessions more productive and efficient, such as:

### Automatic Logon
By creating and executing special AUTOLOG files, you can automate logon, on-line menu navigation and logoff.

### Error Free File Transfer
Protect your important files from interference during transfers between your computer and CompuServe by using the programs' exclusive "B" Protocol.

### RAM Buffer Controls
The RAM buffer is a segment of your computer's memory that can be controlled by special software commands. Using the RAM buffer controls you can capture information received from CompuServe and save it to your computer's disk, tape or printer.

### Printer Control
You can get printed copy of information received from CompuServe on your printer equipment.

### Function Keys
Our communications software enables you to define specific keys on your keyboard with any frequently typed commands. Definitions can be saved to disk and new sets of definitions loaded into the function keys at will.

### Video Special Effects
CompuServe's communications software responds to commands from the Consumer Information Service that requires your computer equipment to employ color graphics and cursor positioning for creating special video effects.

For more information on CompuServe's VIDTEX or The Professional Connection, enter "GO VID" at any menu page found on the User Information menu.

# EDIT

## Online Data Creation And Editing

The editing capabilities explained here can be used to create and edit files in EMAIL, Feedback, MicroQuote and other areas without being prompted for each line using CompuServe's EDIT program.

At this printing, the EDIT program may also be called FILGE while on-line. CompuServe is in the process of converting the non-line numbered editing program to the name "EDIT" to provide subscribers with a consistent reference. If you encounter the term FILGE while on-line, be aware that the EDIT instructions provided in this User's Guide apply.

When first creating or editing data on the Consumer Information Service you are at the top of a workspace, and you can begin typing in lines of data or your message much as you would if you were using a typewriter.

Any typed line of a workspace can contain up to 140 characters; however, it is wise to type in only as many characters as you can see on your screen for each line. Each typed line must be ended with the ENTER key or with the ESCAPE key (see below).

If you make an error while typing in a line, and you have not yet pressed the ENTER key for that line, you can use CTRL/H (press the CONTROL key and the H key at the same time) to backspace to the error and then retype from that point on. (If you have a BACKSPACE key on your keyboard, you can use that key instead of CTRL/H.)

If you make several errors in your workspace, or if you wish to reword some parts of it entirely, you can edit the information using the proper commands (see below).

To exit from your workspace and return to the previous menu, enter the following command on a line by itself:

```
/EXIT ENTER
```

The commands shown below are the most frequently used and are adequate for creating and editing data. Note that every command must be on a line by itself, must be preceded by a forward slash (/), and must end with an ENTER or ESCAPE.

If your keyboard has an ESCAPE key, you can use this key at the end of any line or at the end of most commands to simulate an ENTER key and cause a PRINT action at the same time. Use of the ESCAPE key causes a dollar sign to appear on your screen where it is entered, but this $ does not become a part of your final message.

For example, if you enter this sentence and press the ESCAPE key (indicated here with an ESCAPE symbol):

```
Now is the time for all good men ESCAPE
```

the line is redisplayed (and stored) as:

```
Now is the time for all good men
```

**/P#** is the Print command which displays the specified number(#) of lines in your workspace, beginning with the line where it is entered. Or, if you are at the top of your workspace, it moves down to the first line and begins there.

```
The quick brown fox ENTER
jumped over the fence. ENTER
/P ENTER
jumped over the fence.
```

**/T** is the Top command which goes to the top of your workspace (actually, above the first line). The ESCAPE key does not work with the /T command.

```
The quick brown fox ENTER
jumped over the fence. ENTER
/T ENTER
/P1 ENTER
The quick brown fox
```

**/TCNT** is the Top and Count command which goes to the top of your workspace (above the first line) and tells you the number of lines in your workspace.

```
The quick brown fox ENTER
jumped over the fence. ENTER
/TCNT ENTER
[Line 2]
```

There are 2 lines in this message.

**/N** is the Next command which goes to the next line in your workspace (from the line where the /N is entered).

```
The quick brown fox ENTER
jumped over the fence. ENTER
/T ENTER
/P1 ENTER
The quick brown fox
/N ESCAPE
jumped over the fence.
```

**/L/string** is the Locate command which locates the line containing the specified string of characters in your workspace. This command always starts its search at the next line following the point where it is entered and searches down the workspace (not up). Often /L is used after a /T so the search can begin at the top of the workspace.

```
The quick brown fox ENTER
jumped over the fence. ENTER
/T ENTER
/L/fox ESCAPE
The quick brown fox
```

If you want to insert a new line into your workspace, use the /L command to locate the line after which you want your new line to be entered, then simply type in that new line. For example:

```
The quick brown fox ENTER
jumped over the fence. ENTER
/T ENTER
/L/fox ESCAPE
The quick brown fox
being very spry ENTER
/T ENTER
/P3 ENTER
The quick brown fox
being very spry
jumped over the fence.
```

A new line has now been added to the message.

**/C/error/correction** is the Change command which changes an error in a line you have already entered to the specified correction. This command is usually used with the /T and /L commands (because you must locate the error before you can change it).

```
The quick brown fat fox ENTER
jumped over the fence. ENTER
/T ENTER
/L/fat ESCAPE
The quick brown fat fox
/C/fat fox/fox ESCAPE
The quick brown fox
```

where fat fox is the error and fox is the correction.

/**A/string** is the Append command which adds more text to the end of a line that you have typed in already. Again, use the /T and /L commands to locate the line you want to change before using the /A command.

```
The quick brown fox ENTER
jumped over the fen ENTER
/T ENTER
/L/fen ESCAPE
jumped over the fen
/A/ce. ESCAPE
jumped over the fence.
```

where ce. is appended to the line.

/**D#** is the Delete command which deletes the specified number (#) of lines from your workspace, beginning with the line just prior to its entry.

```
Once upon a time ENTER
The quick brown fox ENTER
jumped over the fence. ENTER
/T ENTER
/P1 ENTER
Once upon a time
/D1 ENTER
/T ENTER
/P1 ENTER
The quick brown fox
```

Deletes the line prior to its entry.

/**B** is the Bottom command which goes to the bottom line of your workspace.

```
Once upon a time, ENTER
the quick brown fox ENTER
jumped over the fence. ENTER
/T ENTER
/P1 ENTER
Once upon a time,
/B ESCAPE
jumped over the fence.
```

/**EX** is the Exit command which exits from your workspace. You are returned to the previous menu.

# EMAIL

EMAIL is the Consumer Information Service's subscriber-to-subscriber electronic mail service. To send or receive EMAIL messages, you first must have completed the on-line subscription process, received the second password and begun using the second password.

With EMAIL you can compose messages, send messages to other subscribers, receive messages from subscribers and delete or store messages. This EMAIL section is written primarily for the novice EMAIL user, however, there is information for the frequent and knowledgeable subscriber in the Expert Instructions section.

Each EMAIL message may contain up to 4,000 characters and your storage area can contain up to 20 in-coming messages (as of this printing). Your in-coming messages are stored temporarily in a file named EMAIL.DAT in your disk storage area. You must be sure never to access this file or name a file of your own using EMAIL.DAT as a file name or you may damage or destroy your in-coming messages.

There are no limits on the number of messages you can compose and send to other subscribers, except since each subscriber can receive only 20 messages maximum, you would not want to send more than 20 messages to one person before they have a chance to retrieve and delete them.

When you log on, if you have an EMAIL message waiting for you, you will receive a notice as follows.

```
You have EMAIL waiting.
```

If you have NOT made the selection in "Change Terminal Settings" (from the User Information menu) which takes you directly to EMAIL when you have a message waiting, you will be taken to the main menu of the Consumer Information Service.

## Accessing EMAIL

To get to the EMAIL program from the menus, enter the command:

```
GO EMAIL ENTER
```

or the shortened version:

```
G EMA ENTER
```

EMAIL responds with its main menu. For example:

```
! GO EMA ENTER

CompuServe                  Page EMA-1

Electronic Mail Main Menu

1 Read Mail
2 Compose and send mail

Last menu page. Key digit
or M for previous menu. !
```

You enter either a 1 to read EMAIL messages sent to you, or a 2 to compose and send an EMAIL message to someone.

## Reading Your Messages

If you select READ MAIL from the EMAIL main menu, you are given a list of all messages waiting for you in your mailbox. This list contains the names of the senders and the subjects of the messages (if the senders entered that information). Each message is assigned a number by EMAIL. You enter the number of the message you wish to read first at the ! prompt.

For example:

```
CompuServe                  Page EMA-3

1 J. Smith/Photo Answer
2 /
3 TOM MASON/DECWARS - TRY IT

Last menu page. Key digit
or M for previous menu. ! 1 ENTER
```

Message 1 was composed in upper/lower case. The person who sent message 2 did not want his/her name or the subject to appear on our list. Message 3 was composed in upper case only.

If you had selected 1 from the above example, the message would have been displayed for you to read. An example message follows.

```
CompuServe                Page EMA-5

04-Jan-83 18:12 Fr [70006,51]
Mary,
Set your F-stop to 8. That
should solve your problems.
. . . .John

Key ⟨ENTER⟩ to continue ! ENTER
```

At this point, you have reached the end of this message. After you press the ENTER key, you will receive the following EMAIL menu page.

```
CompuServe                Page EMA-5

1 File this message, then
  delete from mailbox
2 Delete from mailbox
3 Display the message again

Last menu page. Key digit
or M for previous menu. !
```

Now you can: file this message in your storage space and delete it from your mailbox (see the next section); delete it from your mailbox; or redisplay the message.

To see a complete example on reading messages, see EXTENDED EXAMPLES (example 1) in the back of this EMAIL section.

## Filing A Message You Have Read

If you select FILE THIS MESSAGE, THEN DELETE FROM MAILBOX after having read the message, you are prompted:

```
CompuServe                Page EMA-10

Name the output file, ? for help
or ⟨ENTER⟩ to delete message.
:
```

Now you must enter the name of the output file that will be filed in your storage space. If you need a brief explanation of output files, enter a ? at the prompt. (If you change your mind at this point and don't want to file the message after all, press the ENTER key to simply delete the message and return to the previous menu.)

The name of the output file can be up to six characters long (the first character of which must be alphabetic and the remaining alphabetic or numeric), optionally followed by a period (.) and an extension of up to three characters. A common file extension is .DAT for "data." Do not use the extensions .LST, .BAK, .TMP or .CRF as file names containing those extensions are deleted automatically when you log off the system.

An example of a file name containing an extension is as follows.

```
: MSG.DAT ENTER
```

Remember not to use the file name EMAIL.DAT as that is used by the EMAIL program for your incoming messages.

To add a message you have just read to an existing file in your storage space, type /A (for append) after the file name. For example:

```
: MSG.DAT/A ENTER
```

appends the message you have just read to whatever is already in the file MSG.DAT in your storage space.

To replace an existing file in your storage space with an EMAIL message you have just read, type /R (for replace) after the file name. For example:

```
: MSG.DAT/R ENTER
```

deletes whatever is already in the file MSG.DAT in your storage space and writes the new EMAIL message you have just read to it.

After you have entered the output file name in response to the EMAIL prompt, you receive a notice similar to:

```
Message filed in DSK:MSG.DAT
and deleted from your mailbox.


Key <ENTER> to continue ! ENTER
```

After you press the ENTER key, you are returned to the previous EMAIL menu.

To see a complete example on filing a message, see EXTENDED EXAMPLES (Example 1) in the back of this EMAIL section.

## Reading A Filed Message

To later access or read a filed EMAIL message, enter your on-line storage area by typing the following command at any ! prompt:

```
PRO (ENTER)
```

You can get a list of all files that reside in your disk space by entering the CATalog command after any OK prompt. For example:

```
OK
CAT (ENTER)

JOE.DAT                 MSG.DAT                 TRADE.DAT

OK
```

You then can type out a file by entering the TYPe command and the name of the file you want to have displayed. For example:

```
OK
TYP MSG.DAT (ENTER)

4-Jan-83 01:22 Fr [70003,1403]
DEAR MARY,
DO YOU THINK YOU COULD MEET ALL OF US NEXT SATURDAY AT
3:00 ET FOR A CONFERENCE ON CB? WE'LL ALL BE ON CHANNEL
2 TO START, THEN SCRAMBLE ON "KELLY". HOPE TO SEE YOU
THERE. MARC

OK
```

## Deleting A Filed Message

To delete a filed EMAIL message from your disk space, enter the DELete command followed by the name of the file. For example:

```
OK
DEL MSG.DAT (ENTER)
OK
```

## Composing A Message

If you select COMPOSE AND SEND MAIL in response to the EMAIL main menu, you then can create an EMAIL message to send to others and/or to yourself. The following menu appears:

```
CompuServe              Page EMA-4

CREATE a new message in your
temporary workspace using:
 1 EDIT (FILGE)
 2 ICS
 3 File from disk space
Edit message in workspace using:
 4 EDIT (FILGE)
 5 ICS

 6 SEND message from workspace
 7 Information on EDIT (FILGE)
 8 Information on ICS

Last menu page. Key digit
or M for previous menu. !
```

If you select 1, EDIT, you can create and edit an EMAIL message using the EDIT program. (EDIT also may be referred to as FILGE.) This program does not use line numbers.

If you select 2, ICS, you can create and edit an EMAIL message using ICS. This program uses line numbers.

If you select 3, FILE FROM DISK SPACE, you can use a file that exists in your storage space.

No matter which of these methods you choose, a temporary area called the "workspace" is used. The workspace in EMAIL is where you compose, edit and temporarily store one message at a time before sending it to another subscriber or to yourself.

## Composing a Message With EDIT (FILGE)

With EDIT, you can create and edit a message in your EMAIL workspace. EDIT does not use line numbers. (EDIT also may be referred to as FILGE.)

Any typed line of an EMAIL message can be up to 140 characters long; however, it is wise to type in only as many characters as you can see on your screen for each line. Each typed line must be ended with the ENTER key or with the ESCAPE key.

To use EDIT to compose a new EMAIL message, select EDIT from the following menu:

```
CompuServe                  Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. ! 1 ENTER
```

EMAIL responds with a message similar to:

```
New file Z99EMA.TMP created - ready
```

At this point you are at the top of an empty EMAIL workspace and you can begin typing in lines of your message much as you would if you were using a typewriter.

If you make an error while typing in a line and you have not yet pressed the ENTER key for that line, you can use CTRL/H (press the CONTROL key and the H key at the same time) to backspace to the error and then retype from that point on. (If you have a BACKSPACE key on your keyboard, you can use that key instead of CTRL/H.)

If you make several errors in your message, or if you wish to reword some parts of it entirely, you can edit the message with EDIT commands (see below).

To exit from your workspace and return to the previous EMAIL menu so that you can send your new message, enter the following command on a line by itself:

```
/EX ENTER
```

To see a complete example of composing a message using EDIT, see EXTENDED EXAMPLES (examples 2 and 3) in the back of this EMAIL section.

# EDIT Commands

When you are creating a new message (1 from the menu) or you wish to edit a message that is already in your workspace (4 from the menu), you can use EDIT as follows. Note that every EDIT command must be on a line by itself, must be preceded by a forward slash (/), and must end by pressing the ENTER or ESCAPE key.

If your keyboard has an ESCAPE key (shown as ESCAPE in examples), you can use this key at the end of any line or at the end of most commands to simulate an ENTER key and cause a PRINT action at the same time. Use of the ESCAPE key causes a dollar sign to appear on your screen where it is entered, but this $ does not become a part of your final message.

For example, if you enter this sentence and press the ESCAPE key:

```
Now is the time for all good men ESCAPE
```

the line is redisplayed (and stored) as:

```
Now is the time for all good men
```

The EDIT commands shown below are the most frequently used and are adequate for creating and editing messages in EMAIL.

**/P#** is the Print command which displays lines of your message, beginning with the line where it is entered, or, if you are at the top of your message, it moves down to the first line and begins there. When the /P is followed by a number such as /P5, it will print five lines down the file and stop.

```
The quick brown fox ENTER
jumped over the fence. ENTER
/P1 ENTER
jumped over the fence.
```

**/T** is the Top command which goes to the top of your message (actually, above the first line). The ESCAPE key does not work with the /T command.

```
The quick brown fox ENTER
jumped over the fence. ENTER
/T ENTER
/P1 ENTER
The quick brown fox
```

**/TCNT** is the Top and Count command which goes to the top of your message (above the first line) and tells you the number of lines in your message. It always returns you to the top of your file after displaying the number of lines.

```
The quick brown fox (ENTER)
jumped over the fence. (ENTER)
/TCNT (ENTER)
[Line 2]
```

There are 2 lines in this message.

**/N** is the Next command which goes to the next line down in your message (from the line where the /N is entered).

```
The quick brown fox (ENTER)
jumped over the fence. (ENTER)
/T (ENTER)
/P1 (ENTER)
The quick brown fox
/N (ESCAPE)
jumped over the fence.
```

**/L/string** is the Locate command which locates the line containing the specified string of characters in your message. This command always starts its search at the next line down, following the point where it is entered and searches down the message (not up). Often /L is used after a /T so the search can begin at the top of the message.

```
The quick brown fox (ENTER)
jumped over the fence. (ENTER)
/T (ENTER)
/L/brown (ESCAPE)
The quick brown fox
```

"brown" is the string of characters to be located and displayed.

If you want to insert a new line into your message, use the /L command to locate the line after which you want your new line to be entered, then simply type in that new line.

```
The quick brown fox (ENTER)
jumped over the fence. (ENTER)
/T (ENTER)
/L/fox (ESCAPE)
The quick brown fox
being very spry (ENTER)
/T (ENTER)
/P3 (ENTER)
The quick brown fox
being very spry
jumped over the fence.
```

A new line is added to the message.

**/C/error/correction** is the Change command which changes an error in a line where you have already pressed the (ENTER) key. This command is usually used with the /T and /L commands (because you must locate the error before you can change it).

```
The quick brown fat fox (ENTER)
jumped over the fence. (ENTER)
/T (ENTER)
/L/fat (ESCAPE)
The quick brown fat fox
/C/fat fox/fox (ESCAPE)
The quick brown fox
```

"fat fox" is the error and "fox" is the correction.

**/A/string** is the Append command which adds more text to a line that you have typed in already. Again, use the /T and /L commands to locate the line you want to change before using the /A command.

```
The quick brown fox (ENTER)
jumped over the fen (ENTER)
/T (ENTER)
/L/fen (ESCAPE)
jumped over the fen
/A/ce. (ESCAPE)
jumped over the fence.
```

"ce." is appended to the line.

**/D#** is the Delete command which deletes the number (#) of lines from your message, beginning with the line just prior to its entry.

```
Once upon a time ENTER
The quick brown fox ENTER
jumped over the fence. ENTER
/T ENTER
/P1 ENTER
Once upon a time
/D1 ENTER
/T ENTER
/P2 ENTER
The quick brown fox
jumped over the fence.
```

"Once upon a time" is the line that was deleted.

**/B** is the Bottom command which goes to the bottom line of your message. Using the prior example, to type out the bottom line you would enter:

```
/B ESCAPE
jumped over the fence.
```

**/EX** is the Exit command which exits from your EMAIL workspace. You are returned to the previous menu in EMAIL.

To see a complete example of creating and editing an EMAIL message with EDIT, see the EXTENDED EXAMPLE section (examples 2 and 3).

If you have questions about EDIT we suggest that you request the INFORMATION ON EDIT from the previous menu and read that information before you request EDIT to begin creating your message.

## Composing a Message with ICS

With ICS, the Integrated Command System, you can create and edit a message in your EMAIL workspace. The ICS editor uses line numbers.

Any typed line of an EMAIL message can contain up to 140 characters; however, it is wise to type in only as many characters as you can see on your screen for each line. Each typed line must be ended with the ENTER key.

To use ICS to compose and edit an EMAIL message, select ICS from the following menu:

```
CompuServe                Page EMA-4

CREATE a new message in your
temporary workspace using:
 1 EDIT (FILGE)
 2 ICS
 3 File from disk space
Edit message in workspace using:
 4 EDIT (FILGE)
 5 ICS

 6 SEND message from workspace
 7 Information on EDIT (FILGE)
 8 Information on ICS

Last menu page. Key digit
or M for previous menu. ! 2 ENTER
```

EMAIL responds with the following message:

```
Enter 'INS' to begin auto line
numbering. Key <ESCAPE> to end
auto. Enter 'GO' to return to
menu.
```

At this point you are at the top of an empty EMAIL workspace. First enter the INSert command. ICS is a line-numbered editor, and this command starts the automatic generation of line numbers for your message. ICS will prompt you line by line, typing out a line number after which you type in the text you want on that line. Conclude each line with the ENTER key. ICS then prompts for the next line, incrementing line numbers by 10.

After you have entered your message and wish either to make corrections or to have the message displayed for your review, press the ESCAPE key (shown as ESCAPE in examples) following the next line number prompt. This causes a $ to be displayed on your screen (but this is not stored as part of your message), and the line number prompting stops. You then can edit your message with ICS commands (see below) or you can exit from your workspace and send your message. For example:

```
INS ENTER
10 Now is the time ENTER
20 for all good men ENTER
30 ESCAPE
```

To see a complete example of composing a message using ICS, see EXTENDED EXAMPLES (example 4) in the back of this EMAIL section.

# ICS Editing Commands

When you are creating a new message or you wish to edit a message that is already in your workspace, you can edit your message using ICS as follows. Note that most ICS commands result in the action you requested, followed by an automatic display of the line(s) as they now exist.

The ICS commands shown below are the most frequently used and are adequate for creating and editing messages in EMAIL.

**TYP** is the Type command which displays your entire message.

```
TYP (ENTER)
10 Now is the time
20 fcr all good men
```

**CHA/error/correction** is the Change command which searches for and changes the error to the specified correction on the first line where the error is located, typing out the changed line.

```
CHA/good/great (ENTER)
20 for all great men
```

"good" is the error and "great" is the correction.

**LOC/string** is the Locate command which searches for the specified string of characters and types out all lines that contain them.

```
LOC/time (ENTER)
10 Now is the time
```

"time" is the string to be located.

**INS begin,inc** is the Insert command which, besides starting the line number prompting when you first begin your message, can be used to add additional lines to your message at any point. Begin is the new line number where you want your new text to be inserted and inc is the number by which new line numbers are to be incremented. Again, the ESCAPE key must be used to stop the new line number generation.

```
INS 22,2 (ENTER)
22 who have good ideas (ENTER)
24 (ESCAPE)
TYP (ENTER)
10 Now is the time
20 for all good men
22 who have good ideas
```

"22" is the first new line number and "2" is the increment.

**DEL** # is the Delete command which deletes the specified # line number and its text from the message.

```
DEL 10 (ENTER)
TYP (ENTER)
20 for all good men
```

Deletes line "10".

**RES** is the Resequence command which resequences the line numbers of your message to increments of 10, beginning with line number 10, and then types out the message.

```
RES (ENTER)
10 Now is the time
20 for all good men
```

**HEA** is the Head command which types out the first line in your message.

```
HEA (ENTER)
10 Now is the time
```

**TAI** is the Tail command which types out the last line in your message.

```
TAI (ENTER)
20 for all good men
```

**LEN** is the Length command which displays the total number of characters in your message. Line numbers do not count as characters, but an (ENTER) counts as two characters. This command is helpful in showing you how many characters you have entered in your new EMAIL message.

```
LEN (ENTER)
35 chars
```

**GO** is the Go command which exits from your EMAIL workspace and returns you to the previous EMAIL menu where you then can send your new message.

To exit from your EMAIL workspace and return to the previous EMAIL menu so that you can send your message, enter the following command on a line by itself:

```
GO (ENTER)
```

When you send a message that you composed with the ICS editor, EMAIL strips off the line numbers before delivering the message.

To see a complete example of creating and editing a message with ICS, see the EXTENDED EXAMPLES section.

If you have questions about the ICS editor, we suggest that you request the INFORMATION ON ICS from the previous menu and read that information before you select ICS to create or edit your message.

## Using A File From Your Storage Area

You can copy a file from your disk space into your EMAIL workspace, edit it if you choose, and then send it to another user or to yourself. Remember that your file must be within the EMAIL character sending limit and must have a file name (and optional extension) which cannot be EMAIL.DAT.

To use a file from your storage space as a message, select FILE FROM DISK SPACE in response to the following menu:

```
CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. ! 3 (ENTER)
```

EMAIL then prompts you to enter the name and extension of your file exactly as it appears in your disk space. You are notified when the file has been copied successfully to the EMAIL workspace:

```
CompuServe                    Page EMA-7

Name the input file, ? for help,
or <ENTER> to quit
: MSG.DAT (ENTER)

Workspace loaded from
DSK:MSG.DAT

Key <ENTER> to continue !
```

After you press the ENTER key, you are returned to the previous EMAIL menu, where you then can proceed to edit your file or send the message.

Note that a file you have copied into the EMAIL workspace also still resides in your storage space.

To edit a file you have copied from your storage space with the appropriate editor, select EDIT (4 on the menu) for files without line numbers or ICS (5 on the menu) for files with lines numbers. If you should access a file without line numbers with ICS, line numbers are added automatically and no damage is done. If, however, you access a line-numbered file with EDIT, you receive a warning that damage may occur and you should exit from the workspace immediately (with the /EX command) and then reenter the workspace with ICS.

To see a complete example of using a file from your storage space as an EMAIL message, see the EXTENDED EXAMPLES section (example 5) in the back of this EMAIL section.

## When Your Message Exceeds The Character Sending Limit

If a message you create with EDIT, ICS or a file you copy from your storage area exceeds the character sending limit of EMAIL, you are informed of the number of characters by which your message exceeds that limit. For example:

```
Message in workspace exceeds
4000 character sending limit.
You must edit the message to
reduce its size by 1230
characters before sending.

Key <ENTER> to continue !
```

After you press the ENTER key, you are returned to the menu where you can choose to edit your message with either EDIT or ICS. When you have reduced the size of your message, you will be able to send it.

When your workspace is filled with a copy of a file from your storage space, and it exceeds the EMAIL character sending limit, you can separate one file into two or more files and send each as a message. The EXPERT INSTRUCTIONS section in this User's Guide shows how to do this.

To see a complete example of splitting a stored message in two, then sending, see EXTENDED EXAMPLES (example 7) in the back of this EMAIL section.

## Sending A Message

After the message in your EMAIL workspace is to your liking (and within the EMAIL character sending limit), you can send it to yourself and/or to other valid subscribers of the CompuServe Consumer Information Service. EMAIL prompts you for the necessary information:

```
CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. ! 6 ENTER

CompuServe                    Page EMA-8

Key <ENTER> to leave; ? for help

Send to User ID
: 70003,1403 ENTER
Subject (32 characters max)
: MEETING TOMORROW ENTER
Your name (32 characters max)
: MARY BAXTER ENTER
Is this correct? (Y or N) : Y ENTER
```

You must enter responses after each colon (:) prompt and press the ENTER key after each response to send your message. If you indicate that all responses are not correct, EMAIL prompts you again for each. If you change your mind and decide not to send the message to anyone, you may abort the message by pressing the ENTER key by itself at any prompt or when you are asked if all responses are correct. EMAIL will return to the previous menu. If you do not abort and respond to each prompt plus indicate that all responses are correct, EMAIL informs you:

```
Message awaiting delivery.

Key <ENTER> to continue ! ENTER
```

When you press the (ENTER) key here, the previous EMAIL menu is displayed so you can send that same message to other users if you like.

You can send a message from your EMAIL workspace to as many users as you like, including yourself, if you do so within the same EMAIL session.

If you want to send that same message to another user or to yourself, again select SEND MESSAGE FROM WORKSPACE and repeat the responses to the USER ID, SUBJECT and NAME prompts.

You can type in just a space and then press the (ENTER) key after a : prompt if you do not want your response to show up when the recipient looks at the list of his/her messages. If you enter only the (ENTER) key, however, your message will NOT be sent.

If you attempt to send an EMAIL message to a User ID number that does not exist, or to a User ID number that is not yet authorized to receive EMAIL (not yet using his/her second password), EMAIL will inform you that delivery cannot be made.

There is usually a 20 minute delay from the time you send an EMAIL message until it is delivered to the recipient's mailbox (User ID number).

## Expert Instructions

After EMAIL has completed an action and prompts you with:

```
Key <ENTER> to continue ! (ENTER)
```

if you press the (ENTER) key, you are returned to the previous EMAIL menu.

You could, however, exit EMAIL by entering a CompuServe navigational command (TOP, GO, etc.). Or you could enter the digit of the next action you want EMAIL to take from the prior menu page without having it redisplayed first (if you remember or have a hardcopy reference of that menu page).

EXAMPLE 7 in the EXTENDED EXAMPLES section illustrates the expert functions discussed below.

### Reading Messages

After you read an incoming message, you can enter the number of the next message at the **KEY ⟨ENTER⟩ to continue !** prompt and EMAIL will ask if you first want to delete your message just read before displaying the next message.

```
Delete this message? (Y or N):
```

If you answer "N", EMAIL will prompt for file name. A "Y" will delete the message and immediately display the next message.

## Using and Editing a File

After you load your EMAIL workspace with a file from your disk space, you will receive the **Key ⟨ENTER⟩ to continue!** prompt. You can enter either a 4 (for EDIT) or a 5 (for ICS) instead of the ENTER key and edit the workspace without first returning to the EMAIL menu.

## Dividing A Message That Is Too Big

**For a file without line numnbers:** If your workspace is filled with a message without line numbers and it exceeds the EMAIL character sending limit of 4,000 characters, you can use the following EDIT commands in sequence to split it into two messages:

**/TCNT** displays the number of lines in the message.

**/N#** moves down the # of lines in the message. (Pressing the ESCAPE key will display the line where you stopped.)

**/BNAME filename** creates an empty file in your disk space with the file name you specify.

**/MOVE#** moves the # lines (downward) from the workspace to the new file. These lines are erased automatically from the EMAIL workspace. Your EMAIL workspace now holds a partial message which can be sent if within the sending limit of 4,000 characters. If still too large, repeat the /BNAME and /MOVEn commands using another file name.

After the remaining partial message is sent from the EMAIL workspace, reload the EMAIL workspace with the contents of the (first) new file you created above with the /BNAME command and send. Repeat until all partial files are sent.

Since the original oversized file remains intact in your storage area, you should enter your storage area and delete the file(s) that contain the partial message(s).

**For a file containing line numbers:** If your workspace is filled with a message that has line numbers and it exceeds the EMAIL character sending limit of 4,000 characters, you can use the following ICS commands to split it:

**HEA** displays the first line in the workspace including its line number.

**RES 1,n,1** renumbers the lines of the file, beginning with the first line as 1 and incrementing by 1 (where n is the line number displayed by the HEA command above).

**LIN** displays the number of lines in the file.

**EXT n1,n2,filename** creates a new file in your disk space with the file name you specify. This file would contain a copy of lines n1 through n2 (those lines also are still in your workspace).

**DEL n1,n2** deletes lines n1 through n2 from the EMAIL workspace (be sure to specify the same line numbers you copied with the EXT command above).

Your workspace now contains a partial message which you can send if within the sending limit of 4,000 characters. You can check this by using the LEN command. If your message is still too large, repeat the LIN, EXT and DEL commands using another file name.

After the remaining partial message is sent from your EMAIL workspace, reload the workspace with the (first) new file you created with the EXT command above. The workspace now holds the second part of your message, which you now can send. Repeat until all files are sent.

Since the original oversized file remains intact in your storage area, you should enter your storage area and delete the file(s) containing the partial message.

### Sending Messages

You can send the same message to several User ID numbers without going back to the previous EMAIL menu. Respond with a 6 to the **Key ⟨ENTER⟩ to continue !** prompt to do this.

## Extended Examples

### Example 1 — Reading/Filing Messages

```
^C

User ID: 70003,1403 (ENTER)
Password: [redacted] (ENTER)

CompuServe Information Service

20:16 EST   Tuesday      23-Nov-82

You have EMAIL waiting
```

You have been sent EMAIL message(s).

```
CompuServe                   Page CIS-1

CompuServe Information Service
1 Home Services
2 Business & Financial
3 Personal Computing
4 Services for Professionals
5 User Information

6 Index
Enter your selection number,
of H for more information. !GO EMAIL (ENTER)
```

You will now access EMAIL.

```
CompuServe                  Page EMA-1

      Electronic Mail Main Menu

1 Read Mail
2 Compose and send mail

Last menu page. Key digit
or M for previous menu. !1 (ENTER)
```

Indicates you want to read incoming EMAIL.

```
CompuServe                  Page EMA-3

   1 Scott/On CB?????
   2 STEPHANIE BRADFORD/DO YOU HAVE MY MANUAL?
```

Shows that there are two incoming messages waiting to be read.

```
Last menu page. Key digit
or M for previous menu. !1 (ENTER)
```

Will display the first message for you to read.

```
CompuServe                  Page EMA-5

23-Nov-82 18:48 Fr [70006,51]
Mark,
I tried to call you last night,
but couldn't reach you. Will you
be on CB late tonight?
Scott

Key <ENTER> to continue ! (ENTER)

CompuServe                  Page EMA-5

1 File this message, then
   delete from mailbox
2 Delete from mailbox
3 Display the message again

Last menu page. Key digit
or M for previous menu. !1 (ENTER)
```

Indicates you want to save this message in your on-line disk storage area.

```
CompuServe                  Page EMA-9

Name the output file, ? for help
or <ENTER> to delete message.
:SCOTT.DAT ENTER

Message filed in DSK:SCOTT.DAT
and deleted from your mailbox.

Key <ENTER> to continue !ENTER
```

stores the message in file name SCOTT.DAT and returns you to the prior menu.

```
CompuServe                  Page EMA-3

    1 STEPHANIE BRADFORD/DO YOU HAVE MY MANUAL?

Last menu page. Key digit
or M for previous menu. !1 ENTER

CompuServe                Page EMA-5

23-Nov-82 19:50 Fr [70003,1403]
MARK DEAR,
DID YOU TAKE MY COPY OF THE
COMPUSERVE USER'S GUIDE I'VE LOOKED EVERYWHERE FOR
IT!!!!!
LET ME KNOW. STEPHANIE


Key <ENTER> to continue ! ENTER

CompuServe                  Page EMA-5

1 File this message, then
   delete from mailbox
2 Delete from mailbox
3 Display the message again

Last menu page. Key digit
or M for previous menu. !2 ENTER
```

Entry of a 2 will delete this message without storing it.

```
CompuServe                  Page EMA-10

            Message deleted

Last page. Key M for menu !M ENTER
```

Returns you to the previous EMAIL menu.

```
CompuServe                  Page EMA-3

            Read Mail

        No mail waiting.
```

Now there are no messages waiting to be read.

```
Last page. Key M for menu !M ENTER
```

Returns you to the previous EMAIL menu.

### Example 2 — Composing/Sending Messages Using EDIT

```
CompuServe                  Page EMA-1

    Electronic Mail Main Menu
1 Read Mail
2 Compose and send mail

Last menu page. Key digit
or M for previous menu. !2 ENTER
```

Choice 2 indicates you want to compose and send EMAIL.

```
CompuServe                  Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

 Last menu page. Key digit
or M for previous menu. !1 ENTER
```

You can now compose a message using EDIT.

```
New file Z99EMA.TMP created - ready

Stephanie, who me? I haven't seen ENTER
your manual. I have my own copy. ENTER
Mark ENTER
/t ENTER
/l/who ESCAPE
Stephanie, who me? I haven't seen
/c/who/who, ESCAPE
Stephanie, who, me? I haven't seen
/tcnt ENTER
[line 3]
/p3 ENTER
Stephanie, who, me? I haven't seen
your manual. I have my own copy.
Mark
/ex ENTER
```

You will now exit your workspace and the following menu is displayed.

```
CompuServe                  Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !6 ENTER
```

You now will be prompted for information before the message is sent.

```
CompuServe                    Page EMA-8

Key <ENTER> to leave; ? for help

Send to User ID
:70006,51 ENTER
Subject (32 characters max)
:Manual ENTER
Your name (32 characters max)
:Mark ENTER
Is this correct (Y or N):Y ENTER

Message awaiting delivery.
```

The message will be sent shortly.

```
Key <ENTER> to continue ! ENTER
```

### Example 3 — Composing and Making Corrections Using EDIT

```
CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !1 ENTER
```

"1" indicates that you want to compose a message using EDIT.

```
New file Z99EMA.TMP created - ready
Scotty, ENTER
Yes, I'll be on CB tomight around ENTER
11:30 est. See ya there! ENTER
Mark ENTER
/t ENTER
/l/tom ESCAPE
Yes, I'll be on CB tomight around
/c/tom/ton ESCAPE
Yes, I'll be on CB tonight around
/n ESCAPE
11:30 est. See ya there!
Say hi to Roger for me!! ENTER
/tcnt ENTER
[Line 5]
/p5 ENTER
Scotty,
Yes, I'll be on CB tonight around
11:30 est. See ya there!
Say hi to Roger for me!!
Mark
/ex ENTER
```

The following menu will be displayed.

```
CompuServe                 Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !6 ENTER
```

By selecting item 6, you can now send the message you just composed in your EMAIL workspace. You will receive the following prompts.

```
CompuServe                    Page EMA-8

Key <ENTER> to leave; ? for help


Send to user ID
:70003,1403 ENTER
Subject (32 characters max)
:On CB ENTER
Your name (32 characters max)
:Mark ENTER
Is this correct? (Y or N):y ENTER
Message awaiting delivery.
Key <ENTER> to continue !ENTER
```

Your message is now being sent. You will receive the following menu:

```
CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !T ENTER
```

The T command will leave the EMAIL area and display the main menu.

## Example 4 — Composing/Sending Messages Using ICS

```
CompuServe                    Page EMA-1

Electronic Mail Main Menu

1 Read Mail
2 Compose and send mail

Last menu page. Key digit
or M for previous menu. !2 ENTER
```

"2" indicates COMPOSE AND SEND MAIL.

```
CompuServe               Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !2 ENTER
```

2 selects ICS.

```
Enter 'INS' to begin auto line
numbering. Key <ESCAPE> to end
auto. Enter 'GO' to return to
menu.
```

Now enter the INS command to start line number prompting, enter the message, then enter an ESCAPE to stop the automatic line number generation.

```
ins ENTER
10 Trudy, ENTER
20 Tried Megawars for the first ENTER
30 time last night. What a ENTER
40 blast. Plan to make ENTER
50 Admiral in no time <heehee>. ENTER
60 Let's play as a team next ENTER
70 Tuesday night. ENTER
80 Mark ENTER
90 ESCAPE
```

You can change "blast." to "blast!!!" by entering the following command:

```
loc/blast ENTER
40 blast. Plan to make
cha/blast./blast!!! ENTER
40 blast!!! Plan to make
```

You can also add a line to your message then have the entire message typed out.

```
ins 71,1 ENTER
71 Destroy all enemy bases!!! ENTER
72 ESCAPE
type ENTER
10 Trudy,
20 Tried Megawars for the first
30 time last night. What a
40 blast!!! Plan to make
50 Admiral in no time (heehee).
60 Let's play as a team next
70 Tuesday night.
71 Destroy all enemy bases!!!
80 Mark

go ENTER
```

The GO command exits the ICS editor and the EMAIL workspace.

```
CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu.  6 ENTER
```

Sends the message after you respond to the following prompts:

```
CompuServe                Page EMA-8

Key <ENTER> to leave; ? for help
Send to User ID
:70003,2221 ENTER
Subject (32 characters max)
:Megawars ENTER
Your name (32 characters max)
:Mark ENTER
Is this correct? (Y or N):y ENTER
Message awaiting delivery.
Key <ENTER> to continue ! ENTER

CompuServe                Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !2 ENTER
```

2 lets you create another message using ICS.

```
Enter 'INS' to begin auto line
numbering. Key <ESCAPE> to end
auto. Enter 'GO' to return to
menu.

ins ENTER
10 Jojo, Play Megawars with ENTER
20 Trudy and me on Tuesday ENTER
30 night. We'll blast you ENTER
40 away!!! ENTER
50 Mark ENTER
60 ESCAPE
go ENTER
```

Exits ICS and displays the menu:

```
CompuServe                  Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !6 ENTER
```

Sends the message after you respond to the following prompts. Note that if you do not want the recipient to see the "name" or "subject" of the message, you must enter a space following by pressing the ENTER key.

```
CompuServe Page EMA-8

Key <ENTER> to leave; ? for help
Send to User ID
:70003,2221 ENTER
Subject (32 characters max)
:   ENTER
Your name (32 characters max)
:   ENTER
Is this correct? (Y or N):y ENTER
Message awaiting delivery.
Key <ENTER> to continue ! ENTER
```

```
CompuServe                 Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !t ENTER
```

Leaves the EMAIL area and displays the main menu.

### Example 5 — Sending Messages from your Disk Storage to Two Recipients

```
CompuServe                 Page EMA-1

Electronic Mail Main Menu


1 Read Mail
2 Compose and send mail

Last menu page. Key digit
or M for previous menu. !2 ENTER
```

You select to send a message.

```
CompuServe                 Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !3 ENTER
```

You may now retrieve a file from your on-line disk storage space by entering the file name.

```
CompuServe                Page EMA-7

Name the input file, ? for help,
or <ENTER> to quit
:meet.dat ENTER

Workspace loaded from
DSK:MEET.DAT

Key <ENTER> to continue ! ENTER

CompuServe                Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !4 ENTER
```

Your EMAIL workspace is now loaded with the file MEET.DAT. Since you know it does not contain line numbers, you can have it displayed using EDIT.

```
File Z99EMA.TMP - ready
/tcnt ENTER
[Line 5]
/p5 ENTER
To: Susan W. and Charlie P.
Fr: Mark G.
Let's meet next Friday over lunch to discuss the
possibility of marketing our new D&D game! Let
me know via EMAIL if you can make it.
/ex ENTER
```

Exits from the EMAIL workspace.

```
CompuServe                Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !6 ENTER
```

To send the same message to two different User IDs numbers, you are to select "Send message from workspace" twice, as follows:

```
CompuServe                Page EMA-8

Key <ENTER> to leave; ? for help
Send to User ID
:70006,51 ENTER
Subject (32 characters max)
:Marketing our Game ENTER
Your name (32 characters max)
:Mark G. ENTER
Is this correct? (Y or N):y ENTER
Message awaiting delivery.
Key <ENTER> to continue ! ENTER
```

```
CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !6 ENTER

CompuServe                    Page EMA-8

Key <ENTER> to leave; ? for help
Send to User ID
:70003,1403 ENTER
Subject (32 characters max)
:Marketing our Game ENTER
Your name (32 characters max)
:Mark G. ENTER
Is this correct? (Y or N):y ENTER
Message awaiting delivery.
Key <ENTER> to continue ! ENTER

CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !go pcs-1 ENTER
```

Leaves the EMAIL area and displays the top menu in the Personal Computing Services area.

## Example 6 — Read Incoming Message: Save, Edit and Send Message to Another Subscriber

```
Electronic Mail Main Menu

1 Read Mail
2 Compose and send mail

Last menu page. Key digit
or M for previous menu. !1 ENTER

CompuServe                Page EMA-3
1 Steve W./Byter's Digest

Last menu page. Key digit
or M for previous menu. !1 ENTER
```

Displays the incoming message for you to read.

```
CompuServe                Page EMA-5

23-Nov-82 23:48 Fr [70003,2221]
Mark,
If you want your name to appear
in our January issue of Byter's
Digest, please let me know ASAP.
Steve
Key <ENTER> to continue ! ENTER

CompuServe                Page EMA-5

1 File this message, then
delete from mailbox
2 Delete from mailbox
3 Display the message again

Last menu page. Key digit
or M for previous menu. !1 ENTER

CompuServe                Page EMA-9

Name the output file, ? for help
or <ENTER> to delete message.
:byter.dat ENTER

Message filed in DSK:BYTER.DAT
and deleted from your mailbox.

Key <ENTER> to continue ! ENTER
```

```
CompuServe                    Page EMA-3

No mail waiting.

Last menu page. Key digit
or M for previous menu. !m ENTER

CompuServe                    Page EMA-1

Electronic Mail Main Menu

1 Read Mail
2 Compose and send mail

Last menu page. Key digit
or M for previous menu. !2 ENTER

CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. ! 3 ENTER

CompuServe                    Page EMA-7

Name the input file, ? for help,
or ⟨ENTER⟩ to quit
:byter.dat ENTER

Workspace loaded from
DSK:BYTER.DAT

Key ⟨ENTER⟩ to continue ! ENTER
```

```
CompuServe                  Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !4 (ENTER)
```

Accesses the EMAIL workspace and the contents of the BYTER.DAT file using EDIT. You can add to this message and display it as follows:

```
File Z99EMA.TMP - ready
Jan, (ENTER)
I just got the following EMAIL (ENTER)
from Steve. Would you call him (ENTER)
first thing in the morning and (ENTER)
let him know that I'll have the (ENTER)
info to him soon? (ENTER)
Thx, Mark (ENTER)
-------------------------------- (ENTER)
/tcnt (ENTER)
[Line 15]
/p15 (ENTER)
Jan,
I just got the following EMAIL
from Steve. Would you call him
first thing in the morning and
let him know that I'll have the
info to him soon?
Thx, Mark

--------------------------------
23-Nov-82 23:48 Fr [70003,2221]
Mark,
If you want your name to appear
in our January issue of Byter's
Digest, please let me know ASAP.
Steve
/ex (ENTER)
```

```
CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !6 ENTER
```

Sends the message upon responding to the following prompts.

```
CompuServe                    Page EMA-8

Key <ENTER> to leave; ? for help
Send to User ID
:70003,1403 ENTER
Subject (32 characters max)
:Phone Call ENTER
Your name (32 characters max)
:Mark ENTER
Is this correct? (Y or N):y ENTER
Message awaiting delivery.
Key <ENTER> to continue ! ENTER
```

```
CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !t ENTER
```

### Example 7 — Expert Handling

The following illustrates how to be an expert EMAIL user.

Read three incoming messages, file the second one and delete the others:

```
CompuServe Information Service
23:40 EST Tuesday 23-Nov-83

You have EMAIL waiting.
There are messages waiting for you.

CompuServe Page CIS-1

CompuServe Information Service

1 Home Services
2 Business & Financial
3 Personal Computing
4 Services for Professionals
5 User Information
6 Index

Enter your selection number,
of H for more information. !g ema-3 ENTER
```

You jump directly to the Read Mail menu that lists the messages.

```
CompuServe                    Page EMA-3

1 Tammy/Call Me
2 MITCH/CAR
3 SAM WARD/WHERE'S JUDITH???

Last menu page. Key digit
or M for previous menu. !1 ENTER
```

You choose to read message 1.

```
CompuServe                    Page EMA-5

23-Nov-82 20:24 Fr [70006,51]
Mark G,
Please call me tomorrow.
Thanks,
Tammy

Key <ENTER> to continue !2 ENTER
```

Here you choose to read message 2, without first returning to the previous menu. EMAIL asks for the disposition of message 1, then displays message 2.

```
Delete this message? (Y or N):y ENTER

CompuServe                   Page EMA-5

23-Nov-82 20:33 Fr [70003,2221]
Mark, I saw a car like the one you
were interested in at Northmoore
Dodge for $1195. It is on their
back lot closest to High Street.
Mitch

Key ⟨ENTER⟩ to continue !3 ENTER
```

You now choose to read message 3. You tell EMAIL to first file message 2.

```
Delete this message? (Y or N):n ENTER

CompuServe                   Page EMA-0

Name the output file, ? for help
or ⟨ENTER⟩ to delete message.
:car.dat ENTER

Message filed in DSK:CAR.DAT
and deleted from your mailbox.

Key ⟨ENTER⟩ to continue ! ENTER
```

By pressing the ENTER key here, message 3 will be displayed.

```
CompuServe                   Page EMA-5

23-Nov-82 21:57 Fr [70006,51]
HAVE YOU SEEN JUDITH ON CB
LATELY? I HAVEN'T AND I'M WONDERING
WHAT'S HAPPENED TO HER.
SAM WARD

Key ⟨ENTER⟩ to continue ! ENTER
```

Since you know that there are no more messages (only 3 were shown on the Read Mail menu), press the ENTER key.

```
CompuServe                  Page EMA-5

1 File this message, then
delete from mailbox
2 Delete from mailbox
3 Display the message again

Last menu page. Key digit
or M for previous menu. !2 ENTER

CompuServe                  Page EMA-10

Message deleted

Last page. Key M for menu !g ema-4 ENTER
```

Following the above entry (G EMA-4), you receive the menu:

```
CompuServe                  Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !3 ENTER
```

Load the EMAIL workspace with a copy of a file from your on-line disk space (that is greater than the 4,000 character sending limit).

```
CompuServe                Page EMA-7

Name the input file, ? for help,
or <ENTER> to quit
:data.dat ENTER

Workspace loaded from
DSK:DATA.DAT

Key <ENTER> to continue !6 ENTER
```

When you try to send the message, you will receive the notice:

```
CompuServe                Page EMA-8

Message in workspace exceeds
4000 character sending limit.
You must EDIT the message to
reduce its size by 1721
characters before sending.

Key <ENTER> to continue !4 ENTER
```

You decide to edit the message with EDIT, because you know that the file does not have line numbers.

```
File Z99EMA.TMP - ready
/tcnt ENTER
[Line 110]
/n56 ENTER
/bname data1.dat ENTER
/move55 ENTER
/ex ENTER
```

/TCNT shows that there are 110 lines in the file DATA.DAT. You decide to split this into 2 messages and send them both.

/N56 skips over the first 55 lines and stops at the 56th line. (You can press the ESCAPE key in place of the ENTER key to have the 56th line typed out.)

/BNAME DATA1.DAT creates a new empty file in your on-line storage area with the name DATA1.DAT (you could use any file name that is legal on the CompuServe system).

/MOVE 55 moves 55 lines (56-110) to the new file DATA1.DAT, and erases them from your EMAIL workspace. Your workspace now contains only the first 55 lines of the file DATA.DAT.

/EX displays the following menu again:

```
CompuServe                  Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !6 (ENTER)
```

Now you send the top half of your message that still remains in the workspace.

```
CompuServe                  Page EMA-8

Key <ENTER> to leave; ? for help
Send to User ID
:70003,1403 (ENTER)
Subject (32 characters max)
:Data You Requested - Part 1 (ENTER)
Your name (32 characters max)
:Mark G. (ENTER)
Is this correct? (Y or N):y (ENTER)
Message awaiting delivery.
Key <ENTER> to continue !3 (ENTER)
```

You now load the EMAIL workspace again, this time with a copy of DATA1.DAT which contains lines 56-110 of your original message (from DATA.DAT).

```
CompuServe                Page EMA-7

Name the input file, ? for help,
or <ENTER> to quit
:data1.dat ENTER

Workspace loaded from
DSK:DATA1.DAT

Key <ENTER> to continue !6 ENTER
```

To send the bottom half of your message to the same User ID number, answer the following prompts:

```
CompuServe                Page EMA-8

Key <ENTER> to leave; ? for help
Send to User ID
:70003,1403 ENTER
Subject (32 characters max)
:Data You Requested - Part 2 ENTER
Your name (32 characters max)
:Mark G. ENTER
Is this correct? (Y or N):y ENTER
Message awaiting delivery.
Key <ENTER> to continue !3 ENTER
```

The recipient now has your complete message in two parts.

Load the EMAIL workspace with another file from your on-line disk storage area that exceeds the EMAIL character sending limit and use ICS commands to split and send it.

```
CompuServe                Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !3 ENTER
```

```
CompuServe                Page EMA-7

Name the input file, ? for help,
or <ENTER> to quit
:doco.dat ENTER

Workspace loaded from
DSK:DOCO.DAT

Key <ENTER> to continue !6 ENTER
```

You try to send the message.

```
CompuServe                Page EMA-8

Message in workspace exceeds
4000 character sending limit.
You must EDIT the message to
reduce its size by 1097
characters before sending.

Key <ENTER> to continue !5 ENTER
```

You decide to edit the message with ICS, because you know that the file has line numbers, and entered 5 above to select that choice from the prior menu you have remembered.

```
Enter 'INS' to begin auto line
numbering. Key <ESCAPE> to end
auto. Enter 'GO' to return to
menu.
hea (ENTER)
10 Paper, yellow, 8 1/2 x 11. . . . . . . . . .$52.23
```

The HEA command shows that the file begins with line number 10.

```
res 1,10,1 (ENTER)
```

The RES 1, 10, 1 command resequences the line numbers, changing line number 10 to line number 1, then incrementing line numbers by 1 on down the file.

```
lin (ENTER)
98 Lines
```

The LIN command displays the number of lines in the file. By dividing this number in half, you know about where to split the file. Splitting the file into two messages will work in this case.

```
ext 47,98,doca.dat (ENTER)
```

The EXT 47,98,DOCA.DAT command copies lines 47 through 98 to a new file, DOCA.DAT, in your disk space (they also still exist in your workspace).

```
del 47,98 (ENTER)
```

Then the DEL 47,98 command deletes those lines from the EMAIL workspace. The workspace now holds only lines 1 through 46 of the original message.

```
go (ENTER)

CompuServe                    Page EMA-4

CREATE a new message in your
temporary workspace using:
  1 EDIT (FILGE)
  2 ICS
  3 File from disk space
Edit message in workspace using:
  4 EDIT (FILGE)
  5 ICS

  6 SEND message from workspace
  7 Information on EDIT (FILGE)
  8 Information on ICS

Last menu page. Key digit
or M for previous menu. !6 (ENTER)
```

Now you send the top half of the message.

```
CompuServe                    Page EMA-8

Key ⟨ENTER⟩ to leave; ? for help
Send to User ID
:70006,51 (ENTER)
Subject (32 characters max)
:Material Inventory - Part 1 (ENTER)
Your name (32 characters max)
:Mark (ENTER)
Is this correct? (Y or N):y (ENTER)
Message awaiting delivery.
Key ⟨ENTER⟩ to continue !3 (ENTER)
```

You fill the EMAIL workspace again, this time with a copy of DOCA.DAT which contains lines 47 through 98 of your original message.

```
CompuServe                    Page EMA-7

Name the input file, ? for help,
or ⟨ENTER⟩ to quit
:doca.dat (ENTER)

Workspace loaded from
DSK:DOCA.DAT

Key ⟨ENTER⟩ to continue !6 (ENTER)
```

Send the bottom half of your message to the same User ID number.

```
CompuServe                    Page EMA-8

Key ⟨ENTER⟩ to leave; ? for help
Send to User ID
:70006,51 (ENTER)
Subject (32 characters max)
:Material Inventory - Part 2 (ENTER)
Your name (32 characters max)
:Mark (ENTER)
Is this correct? (Y or N):y (ENTER)
Message awaiting delivery.
Key ⟨ENTER⟩ to continue !pro (ENTER)
```

The recipient now will have your complete message, in two parts.

Go to your on-line storage area and delete the files you created during Example 7 that contain partial messages.

```
OK
del data1.dat, doca.dat (ENTER)
OK
```

Deletes files DATA1.DAT and DOCA.DAT from your disk space (these are the files you stored during this last EMAIL session).

```
GO CIS (ENTER)
```

Returns you to the CompuServe Information Service main menu.

# CB Simulator

The CB Simulator is one of CompuServe's most popular services. You use it like you would a CB radio only you don't need the radio. You can talk to other subscribers "live" through your terminal. It's easy to use and less expensive than long distance telephone calls.

To get started, enter GO CB from any menu prompt. The following menu will be displayed.

```
Citizens Band Simulator

1 Instructions
2 CB Etiquette
3 CB Band A (Mainframe A)
4 CB Band B (Mainframe B)

5 CBIG Special Interest Group
6 CB Society: Cupcake's Column
7 Computing Across America

Last menu page. Key digit
or M for previous menu. ! 1 ENTER
```

If you select "instructions" from this menu, you get details on accessing the CB Simulator, CB commands, helpful hints and other valuable information. "CB Etiquette" provides guidelines to use while in CB. "CBIG Special Interest Group" is a discussion Forum for CBers who want to talk about specific topics. There are many topics to choose from. "CB Society: Cupcake's Column" is written by the CBer who goes by the handle "Cupcake." You can read interviews with regular CBers and access news of CBer social activities. The "Computing Across America" selection is an on-going account of a CompuServe subscriber's trip across the United States on a specially built bicycle. It is being written along the way using a portable terminal. This selection is available as of this printing, however, when the trip has ended, it may no longer be available when you access CB.

## CB Simulator Use Guidelines

CB is for the enjoyment of all subscribers and the following guidelines should be observed while using the CB Simulator.

### Be friendly

When you first enter CB, let others know you have just joined in by sending a friendly hello-type message.

### Consult the CB commands

CB commands only work when preceded by a slash (/). Others on CB cannot see your command entry. Enter /HELP to display a brief list of the commands when you need to refer to them.

### Help each other

Most CBers are happy to assist, especially with the new subscribers. When you can help another CBer, please do so.

### Keep the topics and language unoffensive

Since the CB Simulator is a public communication service, people of all ages and sensibilities are talking and reading. CB should be used with courtesy and respect for others and use of foul language is prohibited. Other types of statements, though they may not contain foul language, also can be considered offensive. Overt references to sex, race, or religion should be avoided.

### Do not change your handle to one being used by another CBer

Unique handles provide a positive communicating environment.

### Participate in constructive conversation

CB Simulator is viewed as much as possible as a self-governing communications medium. Encourage positive topics. Since some CBers sometimes can be outspoken and opinionated, arguments should be avoided. The best avoidance technique CompuServe can offer is to use the /SQUELCH or /SBU command. Persistent abuse or repeated behavior inconsistent with these guidelines may be reported to the Customer Service department via Feedback and can result in cancellation of the abuser's User ID number.

## Selecting A Handle

After you select CB Band A or B, you are prompted for your handle. You may enter anything you like (keeping the guidelines in mind, please) up to 20 characters, with the exception of a few handles that are reserved by CompuServe. If you happen to enter one of the reserved handles, you are asked to try again.

## Changing Your Handle

If, after you are in CB, you want to change your handle, you can do so by entering the /HAN command. You are asked for your new handle, which can be up to 20 characters long. For example:

```
/HAN ENTER
What's Your handle? ZIPPO ENTER
```

This changes the CBer's handle to Zippo. CompuServe requests that you do not change your handle to one that is currently being used as this normally produces a negative or hostile CB environment and it is against the CB guidelines.

## Selecting a Channel

Immediately following the entry of your handle, CB displays the channels in use and how many people are on each one. There are 36 channels per Band. For example:

```
(Channel) users tuned in
(1)13,(6)4,(19)3,(33)3
Which channel: 1 ENTER
```

In the above example, thirteen people are on channel 1, and so on. . . This CBer decided to "tune" into channel 1. You can change your channel at any time. For example, to change from channel 1 to channel 6, you would enter /TUN 6.

You also can monitor a channel which allows you to read everything that is being said but when you type in a message it is seen only by those people who are on the same channel to which you are "tuned." You can monitor up to two channels while being tuned to one. For example, to monitor channels 4 and 6, you would enter /MON 4,6. Now, this monitoring might get pretty confusing, so to "unmonitor" these channels you would enter /UNMON 4,6.

You can check the status of the channels by entering /STA. When you do, the channel you are tuned to is indicated with a # symbol and the channel(s) you are monitoring are indicated with a * symbol. For example:

```
/STA ENTER
(4)2,(6)3#,(23)12,(32)7*
```

This would mean that you are tuned to channel 6 and monitoring channel 32.

## How CB Simulator Works

Once you have selected your band, channel and handle, you are ready to either listen or participate. To listen, do nothing. Just read what is being typed in by others. Each line sent by others will be preceded by their handle within parentheses ( ).

To participate in the conversation, type in your sentence and press the ENTER key. Your sentence is NOT sent until you press the ENTER key. CB adds your handle to the front of every sentence you send so that the other CBers see your handle within parentheses before your sentence just like you see others. That way everyone knows "who" is "talking."

If while typing in your sentence it is "overwritten" by an incoming sentence, don't panic - you haven't sent your sentence yet because you haven't pressed the ENTER key. So to see where you are, press the Control key down and hold it, then press the V key down while still holding the Control key. Now release both keys. This is a CTRL/V command and it causes your sentence to be displayed to only you so you can continue from the point at which you were interrupted. When you have completed the line, press the ENTER key to send.

If you are typing a sentence and a number of incoming sentences are overwriting and you want to just forget sending your sentence (or start over), press the Control key down and hold it, then press the U key down while still holding the Control key. Now release both keys. This is a CTRL/U command and it causes whatever you were typing to be erased.

## Who Is On CB With You?

To list every person who is using the same band of the CB Simulator, enter the /USTAT command. You receive a list of each person's job number, User ID number, node through which they are communicating, channel they are tuned into, handle and whether or not thev are using the /TALK command. (A node is the communications location identifier.)

An example of a USTAT list follows.

```
Job     User ID        Nod  Ch   Tlk   Handle

141     70006,51       CHG  1          PEACHES
181     70003,1403     CSG  1          LooLoo
```

If you are receiving messages from someone in CB and you want to find out their User ID number (perhaps to use to send him/her a private EMAIL message), you can enter the /WHO command immediately after that specific person's message is displayed. (You have to be quick if CB is busy!) For instance, if you are talking with "Sonny" and you want to find out that person's User ID number, you would procede as follows.

```
(A1,Sonny) I live in California, how about you?
/WHO (ENTER)
(Sonny)=70006,772
```

You now know that the person using the handle "Sonny" is accessing the Service through the User ID number 70006,772.

## Scrambling Your Conversation-Private Conference

If you and your CB friends agree on a secret scramble code, you all can enter a command along with your secret code which causes your conversation to appear garbled to everyone else but normal to yourselves. For example, you and three other friends are all tuned into channel 20 and have agreed upon the secret scramble code of CRYPTON. You all could enter the following command:

```
/SCR CRYPTON (ENTER)
```

Everyone who entered that command would be able to read each others' messages but no one else who is tuned in or monitoring that channel could understand your messages. You can monitor other messages on that channel which are not scrambled by entering the command:

```
/SMC CRYPTON (ENTER)
```

Or, you can monitor the scrambled conversation but talk with the unscrambled CBers by entering the command:

```
/XCL CRYPTON (ENTER)
```

When your scrambled conversation is over and you want to completely discontinue your scramble status, you enter the command /UNS.

## How To Stop A Particular CBer's Annoying Conversation

You can block out a particular CBer's messages completely by using a squelch command and the person's handle or User ID number. For example, to squelch the person using the handle PEACHES, you would enter the following command:

```
/SQU PEACHES ENTER
```

To squelch the person using the User ID number 70006,51, you would enter the /SBU command. For example:

```
/SBU 70006,51 ENTER
```

In either case, from the time you enter that command until you log off the Consumer Information Service, you do not receive this person's messages even if he/she changes his/her handle.

## Private Two-Person Conversation

You and one other person can have a completely private conversation by using the /TALK command. This command must be entered followed by a Job Number which can be found by entering the /USTAT command (see Who is On CB With You?).

If you want to ask someone specific to "go into TALK" with you, you can do so by first locating his/her Job Number in USTAT. Then enter the command,

```
/TALK 7 ENTER
```

This would notify the person on Job Number 7 that you want to talk with him/her by identifying your Job Number. Assuming you are Job Number 3, your friend would receive the message,

```
Please talk with job 3 ([70003,1403] LooLoo)
```

At this point, if the person being requested to talk wants to talk, he/she would enter the command /TALK along with your job number. For example:

```
/TALK 3 ENTER
```

Both persons would now be in a private area where they receive a )symbol to prompt for each line of conversation (follow the line by pressing the ENTER key).

To exit from TALK, you press the Control key down and hold it, then press the P key while still holding the Control key, then release both keys. This enters a CTRL/P command which takes you out of the private talk area and back to the CB channel to which you previously were tuned.

*Note: Be particularly careful while in the private TALK area not to reenter your password at what you think is a system relog request! Be SURE that you have lost your connection before you attempt to relog. This is for your own protection.*

## Exiting From CB

To leave CB, enter the /EXIT command to return to the prior menu, or the /OFF command to disconnect from CompuServe.

## Commands

Except for the Control Character commands (V, U, and P), all CB commands must start at the beginning of a new line and must be preceded by a slash (/). Without this preceding slash, CB does not recognize it as a command and transmits your command as if it were a CB message to others.

A list of CB commands can be viewed while on-line by entering /HELP at the start of a line. A list of CB commands is also found in the Command Summaries section of this User's Guide.

# National Bulletin Board

The National Bulletin Board is accessible from the Communications menu found under the Home Services and Personal Computing selections from the main menu.

This section of the CompuServe Consumer Information Service provides a national audience for three kinds of messages: general **NOTICES**, items for **SALE**, and items and services **WANTED**. CompuServe reviews all National Bulletin Board messages and deletes any which, in its sole judgment and standards, is inappropriate or offensive.

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## Prompts, Commands And Help

The National Bulletin Board uses word commands instead of selecting numbers from a menu. The prompt in the bulletin board is an asterisk (*). Commands are **NOT** preceded by a slash (/).

There are 12 commands available in the bulletin board: **SCAN**, **READ**, **INDEX**, **VIEW**, **COMPOSE**, **POST**, **EDIT**, **ERASE**, **CHECK**, **EXIT**, **OFF** and **HELP**. The commands may be abbreviated to the first three letters and if, while on-line, you forget one of the commands, you can type the **HELP** command for assistance. For instance:

```
*HELP SCAN (ENTER)
```

displays a message with more information about the **SCAN** command.

### Scanning the National Bulletin Board

**SCAN** displays a list of waiting message numbers and the User ID numbers of the persons who placed the messages. It is entered in the following format:

```
SCAN type keyword
```

where "type" refers to the kind of message you are looking for (NOTICE, WANTED or SALE), and "keyword" is the subject of the messages you want to scan. You might enter:

```
*SCAN SALE IBM ENTER
```

This lists the numbers of all the "SALE" messages that contain the keyword "IBM". You could just as easily enter:

```
*SCAN WANTED IBM ENTER
```

and get a list of the numbers of any WANTED messages dealing with IBM. And you can add another option to the command — the SORTED option. Entering the command:

```
*SCAN SORTED SALE IBM ENTER
```

lists the message numbers of all the SALE notices with "IBM" as a keyword, and they are sorted in order by the dates they were placed on the bulletin board.

The keyword is optional. You could enter simply SCAN SALE and see a list of all the sale notices on the board and the User ID numbers of the people who posted them. The keyword is simply a convenient way to narrow the search.

## Viewing Keyed Messages

The **VIEW** command searches the bulletin board for messages you specify and allows you to display them. It is entered in exactly the same format as the SCAN command (VIEW type keyword).

```
*VIEW SALE GAMES ENTER
```

VIEW searches just as the SCAN command does, but instead of giving you a list of message numbers, it pauses after each message subject and gives you an option to read it or pass it by. (After typing the information about the message, a ? is displayed. Responding Y will read the message, X exits from the VIEW mode and any other response simply continues.)

As with SCAN, you can add a SORTED option to the VIEW command (VIEW SORTED WANTED GAMES) or you can eliminate the keyword (VIEW WANTED).

The VIEW command is just one of the ways to read messages.

## Reading Posted Messages

If you already know the message number you can simply enter **READ number**. For example, perhaps in a SCAN of the SALE messages, you noticed that message number 245 had the keyword of "SOFTWARE".

If you want to read SALE messages with that keyword, you might use the VIEW command (VIEW SALE SOFTWARE). But if Message 245 is the only one you want to read, you could enter:

```
*READ 245 (ENTER)
```

## What Keywords Are In Use

You also can see what keywords are in use on the bulletin board at the moment. The command is **INDEX**. If at the * prompt, you typed INDEX SALE, the bulletin board would display a list of all the keywords in use in the SALE section of the bulletin board with an indication of how many messages have each of those keywords.

Suppose in that list you see that the keyword "TRAVEL" is used on three different messages. Then, you could either SCAN them (SCAN SALE TRAVEL) or VIEW them (VIEW SALE TRAVEL).

## Composing A Message

The command to write a message is **COMPOSE**. If you type COMPOSE after the * prompt, the system "opens" a file in which you can write.

The editing commands you use to write are identical to the ones found in the EDIT section of this User's Guide. You can edit before you exit your message or afterward. If you have exited and want to edit your message before posting, type:

```
*EDIT (ENTER)
```

at the * prompt and you are returned your message.

Messages on the National Bulletin Board are limited to 50 lines of up to 64 characters each. In order to maximize the amount of text available, the message is "processed" by the bulletin board so that successive lines that do not begin with a space or a tab are made into one line. So if you want a new line in your message, be sure to begin that line with at least one space or a tab.

## Posting A Message

When you are satisfied with the way the message reads, you can place it on the National Bulletin Board with the **POST** command, which is entered in the following format:

```
POST type keyword
```

where "type" can be one of three types of messages: SALE, WANTED or NOTICE. The keyword is used to classify the message for later viewing by others and can be any word you enter.

## Erasing Your Messages

Messages remain on the board for 14 days. However, you can remove one of your messages earlier than that with the **ERASE** command. You must erase it by message number. For instance, if you posted a message with the system number 234, then:

```
*ERASE 234 (ENTER)
```

removes it.

## Checking Your Messages

The **CHECK** command reports on any messages that you have posted. It's entered like this:

```
CHECK type keyword
```

where "type" is SALE, WANTED or NOTICE. "Keyword" is optional. By entering CHECK alone, you receive a summary of the number of each type of message you POSTed.

## Exiting The National Bulletin Board

There are two ways to leave the National Bulletin Board. The **EXIT** command returns you to the prior menu. The **OFF** command logs you off the service.

# CB Simulator Commands

Always type CB Simulator commands at the beginning of a line and preceded by a slash (/). A list of the CB Simulator commands follows.

| Command Abbreviation | Explanation |
|---|---|
| **/EXIT**<br>**/EX** | Exits from CB Simulator channels and returns you to the previous menu. |
| **/HANDLE**<br>**/HAN** | Allows you to change your handle while in the CB Simulator. After entry of the /HAN command, CB will prompt you for your new handle. |
| **/HELP**<br>**/HEL** | Types out a list of CB Simulator commands and a brief explanation. |
| **/JOB** | Displays your job number on the CB Simulator. |
| **/MONITOR #,#**<br>**/MON #,#** | Allows you to monitor (watch only) the conversation(s) of up to two other channel while you are "tuned" to another channel, where # is the channel number (if more than one, #,#). The /UNM command discontinues the monitoring. |
| **/OFF** | Exits CB and disconnects you from the Consumer Information Service. |
| **/SBU #** | Squelches a particular CBer by using their User ID number, where # is the User ID number. Squelching causes a particular CBer's communication to be completely eliminated from your display. |
| **/SCRAMBLE xxx**<br>**/SCR xxx** | Causes your conversation to appear normal to everyone who has entered the /SCR command and the same scramble code, where xxx represents the scramble code, and garbled to everyone else. The /UNS command returns your communication to normal. |
| **/SMC xxx** | Allows you to monitor all conversation on a channel and transmit scrambled and read the scrambled conversation. xxx is the scramble code for the scrambled conversation. |

| | |
|---|---|
| **/SQUELCH xxx** | Allows you to eliminate a particular CBer's communication from being displayed on your screen, where xxx is the handle of the CBer you want to squelch. |
| **/TALK #** | Allows you and one other CBer to "talk" in a private area in the CB Simulator, where # is the job number of the person you want to talk with. |
| **/TIME**<br>**/TIM** | Displays the time of day. |
| **/TUNE #**<br>**TUN #** | Allows you to communicate on a specific channel, where # is the channel number. |
| **/UNMONITOR**<br>**/UNM** | Discontinues monitoring. |
| **/UNSCRAMBLE**<br>**/UNS** | Returns your communications to normal from being scrambled. |
| **/USTAT** | Displays a list of all users on the same CB band you are on (their job number, User ID numbers, communications node, handle, channel and whether or not they are in "TALK"). |
| **/WHO** | When entered immediately after a transmission from another CBer, will display that CBer's User ID number. |
| **/XCL xxx** | Allows you to transmit unscrambled but continue monitoring a scrambled conversation (where xxx is the scramble code for the scrambled conversation). |

# Control Character Commands

Control Character commands are entered by pressing two keys at the same time. For example, to enter a CTRL/C command, you must press the CONTROL key and hold it down while simultaneously pressing the C key. Don't be afraid to press the CONTROL key - it has no independent action and can be held prior to pressing the letter key or after pressing the letter key without any problems.

The following are the most frequently used Control Character Commands.

| **Command** | **Explanation** |
|---|---|
| CTRL/A | As information is being displayed, entry of the CTRL/A command causes the current line to finish. The remainder of the information from that point on is temporarily stopped. You may resume the display line-by-line by entering the CTRL/A command again and again, or resume normal display by entering the CTRL/Q command. |
| CTRL/C | As information is being displayed, entry of a CTRL/C command will stop the display. |
| CTRL/H | When typing, you can enter a CTRL/H command to cause the cursor to backspace over one or more characters being typed in, deleting the character(s) as it moves backward over the line. (Note that even though the character may not disappear from your screen, it is not recognized by the Information Service when the line is completed and the ENTER key is pressed.) Use of the Control-H command allows you to correct your typing errors. |
| CTRL/O | Permanently stops information being displayed. Output cannot be resumed. Use of a CTRL/O allows you to discontinue reading information no longer desired and returns you to the menu. It sometimes is necessary to press the ENTER key after the use of the CTRL/O command to reach the menu. |
| CTRL/P | When used in certain interactive services, the CTRL/P command interrupts the activity. |
| CTRL/Q | Resumes displaying after a CTRL/A command is entered. |
| CTRL/U | Discontinues a line you are typing. |
| CTRL/V | Redisplays a partial line when you enter this in the middle of typing that line. It allows you to continue typing the same line after it is redisplayed. |

# Forum Commands

The following sets of commands allow you to take various actions within the Consumer Information Service Forums. To get a list of available commands on-line, you can enter ? at any Forum prompt.

## Function Menu Commands

The following commands allow you to leave messages, read messages, read bulletins, join the Forum and more.

| Command | Action |
|---|---|
| **B** | Displays bulletins. |
| **E** | Exits the forum, returns you to the prior menu in the Consumer Information Service. |
| **G #** | Reads a specific message number (where # is the actual number). |
| **I** | Types out instructions for using this Forum. |
| **L** | Allows you to leave a message. |
| **M** | Displays the previous menu. |
| **OFF** | Exits the Forum and logs you off the Consumer Information Service. |
| **OP** | Allows you to change your User Options. |
| **R** | Allows you to retrieve messages. |
| **T** | Displays the first menu in this Forum. |
| **X** | Takes you to the Forum's member database. |
| **XA** | Takes you to the Forum's Access database. |

## Read Subcommands

When you select to read messages, you are to enter a subcommand. These are as follows.

| Command | Action |
|---|---|
| A | Ignores the previous Read command. |
| F | Displays the message that follows the last message read. |
| I | Displays specific messages by message numbers individually. |
| M | Displays messages that are marked. |
| N | Displays all messages that are new since your last time in this Forum. |
| R | Displays the message that was before the last message read. |
| S | Searches for and displays a specific message when found. |

## Search Field Subcommands

When you enter the command to search for a specific message (see Read Commands above), you have the following subcommand options.

| Command | Action |
|---|---|
| F | Reads all messages FROM a specific name. |
| S | Reads all messages with a specific Subject. |
| T | Reads all messages TO a specific name. |

### User Option Subcommands

The following general purpose User Option subcommands cause certain actions to occur.

| Command | Action |
|---|---|
| **T** | Returns you to the Function menu or the Function: prompt. |
| **P** | Makes your options permanent (and not just effective during the current session). |
| **MEN** | Displays the menus and discontinues the command-only prompts. |
| **CN** | Allows you to change your membership name. |
| **DS** | Allows you to set the message Section you want to access first. (When this command's description is displayed on-line, it is followed by the Section number you currently have set.) |

The following User Option commands affect the way your messages are displayed.

| Command | Action |
|---|---|
| **ST** | Stops between messages as they are read and gives you the opportunity to read the next message, reply to the message you just read or return to the Function menu or Function: prompt. |
| **NS** | Does not stop between messages as they are read. (You must enter a CTRL/C command to stop.) |
| **LL** | Allows you to change your display line length. (When this description in provided on-line, it is followed by the line length you currently have set.) |

The following User Option commands affect the way your prompts appear.

| Command | Action |
|---|---|
| **BR** | Causes the prompts you receive after reading a message to be abbreviated. |
| **NB** | Causes abbreviated prompts to be returned to full prompts. |
| **PC** | Changes your prompt character. (When this command's description is provided on-line, it is followed by the prompt character you currently have set. For example if (*) is displayed, your current prompt character is the * symbol.) |

# Menu/Navigational Commands

The following navigational commands are the most frequently used within the menus. Navigational commands allow you to move around in the menus, access services, get help, display information in a particular format and log off. Each navigational command is to be followed by pressing the ENTER key before the Information Service takes the action.

| Command | Abbrev. | Explanation |
|---|---|---|
| **BACK** | B | Backs up to display service information on the previous page. |
| **BYE** | BYE | Disconnects you from the Information Service. CompuServe recommends use of the BYE or OFF command to disconnect. Simply hanging up the telephone may not be detected by the Service until some minutes later and you are billed for this time until the disconnect is detected. |
| **FORWARD** | F | Displays service information forward one page. (Pressing the ENTER key while displaying pages of information also causes the next page to be displayed.) |
| **GO xxx** | G xxx | Allows you to go directly to a specific page, where xxx is the page code of the service. The page code can be followed by a number if desired. |
| **HELP** | H | Displays helpful information, service commands and/or instructions. |
| **MENU** | M | Displays the previous menu. |
| **NEXT** | N | While in a service item from a menu, the N command would select the next item from that menu and display the first page without actually displaying the menu again. |

| | | |
|---|---|---|
| **OFF** | OFF | Disconnects you from the Information Service. CompuServe recommends use of the OFF or BYE command to disconnect. Simply hanging up the telephone may not be detected by the service until some minutes later and you are billed for this time until the disconnect is detected. |
| **PREVIOUS** | P | While in a service item from a menu, the P command would select the next item from that menu and display the first page without actually displaying the menu again. |
| **RESEND** | R | Causes the current page to be resent and displayed. |
| **SCROLL** | S | Causes the remaining pages of service information to scroll without stopping at the end of each page. The display scrolls at the terminal width you have set. |
| **SCROLL n** | S n | Allows you to enter the selection number from the menu after the scroll command (n = number from the menu) so the service information begins scrolling from the beginning. |
| **TOP** | T | Takes you to and displays the top level of the menu hierarchy, the main menu, page CIS-1. |

# MicroQuote Commands

The following are the MicroQuote™ commands available at this printing. You are to enter these commands at the PROGRAM: prompt.

| Command | Action |
|---|---|
| **BONDS** | Lists bonds for specific issuer. |
| **BRIEF** | Abbreviates prompts. (CompuServe suggests this command be used by experienced MicroQuote users only.) This command is not yet implemented in all areas of MicroQuote. |
| **BYE** | Exits MicroQuote and logs you off the Consumer Information Service. |
| **CATALOG** | Types out a list of your MicroQuote file names. |
| **CHARGES** | Displays your MicroQuote premium program charges for the current session. |
| **COMMANDS** | Lists the available MicroQuote features. |
| **COPY** | Copies the file you specify. |
| **CUSIP** | Searches and displays CUSIP numbers or ticker symbols. |
| **DATA** | Accesses the data retrieval program. |
| **DEFINE** | Provides data descriptions. |
| **DELETE** | Deletes the MicroQuote file you specify. |
| **DETAIL** | Turns off the BRIEF command and displays full prompts. |
| **DIRECTORY** | Displays a list of your MicroQuote file names, storage amount, last day accessed/changed and protection level if other than 3 (the standard protection levels). |

| | |
|---|---|
| **DIVIDEND** | Displays dividends, stock splits and interest paid for specific issues. |
| **DOC** | Accesses and displays documentation and demos. |
| **EDIT** | Allows you to create and edit files. |
| **EXAMINE** | Provides a description of an issue. |
| **FILTRAN** | Allows you to upload and download files to and from MicroQuote and your computer's storage. |
| **GO** | Exits MicroQuote and access another part of the Consumer Information Service. |
| **HELLO** | Exits MicroQuote, logs you off the Consumer Information Service and provides you with the USER ID: prompt to log in again. The date and time of log off and the amount of connect time used are not displayed. |
| **INFO** | Provides information on MicroQuote's premium program charges. |
| **LOG** | Exits MicroQuote, logs you off the Consumer Information Service and provides you with the USER ID: prompt to log in again. The date and time of log off plus the amount of connect time used are displayed. |
| **MQUREP** | Provides highlights. |
| **NEWS** | Displays the latest MicroQuote news when applicable. |
| **PRICE** | Displays price and dividend information for issues. |
| **PROTECT** | Allows you to raise or lower the protection level on your MicroQuote files. |
| **QPORT** | Allows you to build and evaluate a portfolio of issues. |
| **QQUOTE** | Provides current day prices on issues. |
| **QUOTES** | Provides multiple security quotes. |

| | |
|---|---|
| **RENAME** | Allows you to rename a MicroQuote file. |
| **S&P** | Provides Standard & Poors' company evaluations. |
| **STATS** | Provides a price summary within specific time frames. |
| **TELPLT** | Provides plotting for users of Telidon equipment. |
| **TERMINAL** | Allows you to set certain terminal parameters while in MicroQuote. |
| **TYPE** | Allows you to have the contents of a specific file displayed. |
| **VIDPLT** | Allows you to produce plots using MicroQuote information and your CompuServe VIDTEX or Professional Connection software. |
| **VLANN** | Provides Value Line annual financial reports. |
| **VLDATA** | Provides Value Line data retrieval information. |
| **VLFORE** | Provides Value Line forecasts. |
| **VLINFO** | Provides information on Value Line. |

# National Bulletin Board Commands

The following commands are available for use in the National Bulletin Board service and are entered after the * prompt.

| Command | Action |
|---|---|
| **CHECK** | Reports on any messages you post on the bulletin board. |
| **COMPOSE** | Lets you write a message for posting on the bulletin board. |
| **EDIT** | After you have written a message for posting, allows you to change it. |
| **ERASE** | Removes a message you posted. |
| **EXIT** | Leaves the National Bulletin Board service and returns you to the previous menu. |
| **HELP** | Displays instructions for using the bulletin board. |
| **INDEX** | Provides a list of all the keywords of messages currently posted on the bulletin board. |
| **OFF** | Exits the National Bulletin Board and logs off the service. |
| **POST** | Allows you to post a message on the bulletin board. |
| **READ** | Displays a message on the board. |
| **SCAN** | Provides a brief display of the numbers and keywords of posted messages. |
| **VIEW** | Offers a brief display of the numbers and keywords of the messages, pauses after each and prompts by asking if you want to read the message. |

# Official Airline Guide — Electronic Edition Commands

The Official Airline Guide — Electronic Edition (OAG EE) commands are in two categories: one for retrieving information regarding the airline schedules and the other for fares. Rather than provide you with a list of commands, the following information is provided in steps designed to aid you in using the commands and retrieving information.

## Airline Schedule Commands

| **Step** | **Your Entry or Action** | **OAG EE's Response** |
|---|---|---|
| 1 | /S ENTER | ENTER DEPARTURE CITY NAME OR CODE: |
| 2 | New York ENTER or NYC ENTER | ENTER DESTINATION CITY NAME OR CODE: |
| 3 | Los Angeles ENTER or LAX ENTER | ENTER DEPARTURE DATE: |
| 4 | 15 DEC ENTER | ENTER DEPARTURE TIME: |
| 5 | 8AM ENTER | (Displays direct flights from New York to Los Angeles with departures on December 15th at approximate 8 a.m.) |
| 6 | (Enter one of the following options:) | |
| | X1 ENTER | (Provides details about the flight on line 1 under step 5 above. The 1 can be any line number you enter.) |
| | ENTER | (Lists flights departing later than 8 a.m. using the same specifications as in steps 1-4 above.) |
| | - ENTER | (Lists flights departing earlier than 8 a.m. using same specifications as in steps 1-4 above.) |
| | CX ENTER | (Lists connecting flights specified in steps 1-4 above when available.) |

| | |
|---|---|
| F2 (ENTER) | (Displays the fare applicable to the flight listed on line 2 under step 5 above. The 2 can be any line number you enter.) |
| RS (ENTER) | (Prompts you for return flight information.) |
| /Q (ENTER) | (Exits from the OAG EE and returns you to the prior menu.) |

## Airline Fare Commands

| **Step** | **Your Entry or Action** | **OAG EE's Response** |
|---|---|---|
| 1 | /F (ENTER) | ENTER DEPARTURE CITY NAME OR CODE: |
| 2 | New York (ENTER) or NYC (ENTER) | ENTER DESTINATION CITY NAME OR CODE: |
| 3 | Los Angeles (ENTER) or LAX (ENTER) | ENTER DEPARTURE DATE: |
| 4 | 15 DEC (ENTER) | (Menu of fare types applicable to the trip specified in steps 1-3 above will be displayed.) |
| 5 | 3 (ENTER) | (Provides the fares, airlines, service types and airlines' fare codes for the item on line 3 of the fare type menu displayed in step 4 above.) |
| 6 | (Enter one of the following options:) | |
| | S1 (ENTER) | (Displays flight schedules for the trip specified in steps 1-3 above that also have the fare type selected in step 5 above.) |
| | L2 (ENTER) | (Displays limitations on the fare type line number 2 under step 5 above.) |
| | (ENTER) | (Displays fares higher than the previous choice.) |
| | - (ENTER) | (Displays fares lower than the previous choice.) |
| | RF (ENTER) | (Provides the fares, airlines, service types and airlines' fare codes for the return flight departure, destination and date you enter.) |
| | M (ENTER) | (Displays the fare menu again.) |
| | /Q (ENTER) | (Exits the OAG EE.) |

# Index

In this index, the most relevant page numbers appear first.

Address, changing your **New User Information 23**
Agreement, terms **Subscribing 6**
ANSI Compatible (VT-100) **New User Information 10, Services 11**
Apple™, CompuServe software for **Services 27, 28**
Atari™, CompuServe software for **Services 27, 28**

Bank Name and Address **Subscribing 4**
Billing Options, change your **New User Information 22**
Billing Options, explained **New User Information 21**
Billing Options, upon subscribing **Subscribing 3 through 5**
Billing, changing your address **New User Information 23**
Billing, information on-line **Services 5**
Billing, making an inquiry **New User Information 23**
Billing **New User Information 21 through 23**
Blank Lines **Services 12**
Business and Financial Services **Menus 3**

Caps Lock **Services 14**
CB Simulator **Services 83 through 89**
CB Simulator Commands, summary **Command Summaries 1, 2**
CB Simulator, changing your handle **Services 85**
CB Simulator, guidelines **Services 84**
CB Simulator, scrambling your conversation **Services 87**
CB Simulator, selecting a channel **Services 85**
CB Simulator, selecting a handle **Services 84**
CB Simulator, stopping the display of another subscriber's conversation **Services 88**
CB Simulator, two-person conversation **Services 88**
CB Simulator, who's on **Services 86, 87**
Channel, CB Simulator **Services 85**
Charge Card Billing Option **Subscribing 3, New User Information 21**
Charges, questions about your **New User Information 23**
Charges, review your **New User Information 22, 23**
CHECKFREE Billing Option **Subscribing 4, New User Information 21**
CHECKFREE, check example **Subscribing 5**
Checking Account Number **Subscribing 4**
Command Summaries **Command Summaries 1 through 15**
Command Summary, on-line **Services 2**
Commands, about **New User Information 2**
Commands, summaries **Command Summaries 1 through 15**
Commodore™, CompuServe software for **Services 27, 28**
Communication Networks **New User Information 11**
Communications Software **Services 27, 28**
CompuServe Network, logging on **New User Information 12**
Control Character Commands, summary **Command Summaries 3**
CP/M based systems, CompuServe software for **Services 27, 28**
Customer Service **New User Information 20**

DataPac, logging on **New User Information 15**
DEFALT (Default) program **See Terminal Settings**
Directory, on-line subscriber **Services 19**
disconnecting from the service **New User Information 17**

EBB **Services 8**
EDIT (FILGE), using to compose an EMAIL message **Services 38 through 43**
EDIT (FILGE) **Services 29 through 32**
Electronic Bounce Back **Services 8**
EMAIL Examples Readling/Filing Messages **Services 52 through 55**
EMAIL Examples:
  Composing and Making Corrections Using EDIT (FILGE) **Services 57 through 59**
  Composing/Sending Messages Using EDIT (FILGE) **Services 55 through 57**
  Composing/Sending Messages Using ICS **Services 59 through 64**
  Expert Handling **Services 72**
  Read Incoming Message: Save, Edit and Send Message to Another Subscriber **Services 68 through 71**
  Sending Messages from Your Disk Storage to Two Recipients **Services 64 through 67**
EMAIL **Services 33 through 81**
EMAIL Waiting message **Services 15, 33**
EMAIL, accessing the top menu **Services 34**
EMAIL, composing a message with EDIT (FILGE) **Services 38 through 43**
EMAIL, composing a message with ICS **Services 43 through 47**
EMAIL, composing a message **Services 38**
EMAIL, deleting a message you have filed **Services 37**
EMAIL, EDIT (FILGE) commands **Services 40 through 43**
EMAIL, expert instructions **Services 50 through 52**
EMAIL, filing a message you have read **Services 35, 36**
EMAIL, ICS commands **Services 45 through 47**
EMAIL, reading a message you have filed **Services 37**
EMAIL, reading your messages **Services 34, 35**
EMAIL, sending a message **Services 49, 50**
EMAIL, using a file from your storage area **Services 47, 48**
EMAIL, when your message is too big **Services 48**
ENTER Key **New User Information 1**
Equipment, setting up your **New User Information 9**
Exit, CB Simulator **Services 89**
Exit, logging off **New User Information 17**
Exit, Terminal Settings **Services 18**

Feedback to CompuServe **Services 3**
FILGE (EDIT) **Services 29 through 32**
Form Feeds **Services 13**
Forums **Services 21 through 26**
Forum Commands, summary **Command Summaries 5**
Forums, databases **Services 26**
Forums, entering/joining **Services 22**
Forums, Function menu **Services 22**
Forums, leave messages **Services 24**
Forums, reading messages **Services 23**
Forums, search and read messages **Services 23**
Forums, User options **Services 25**
Function Menu Commands **Command Summaries 5**

GO command **New User Information 3, Command Summaries 9**
GTE Telenet **New User Information 14**

Handle, CB Simulator **Services 84, 85**
HELP command, CB Simulator **Command Summaries 1**
HELP command, menu/navigational **New User Information 19, 2, Command Summaries 9**
HELP command, National Bulletin Board **Services 91, Command Summaries 15**
Help, call CompuServe Customer Service **New User Information 20**
Help, from CompuServe via Feedback **New User Information 20**
Help, from other subscribers **New User Information 19**

Help, where to get **New User Information 19, 20**
Home Services **Menus 2**
Horizontal Tabs **Services 13**
Hours, Customer Service **New User Information 20**
Hours, service availability **New User Information 1**

IBM™ PC, CompuServe software for **Services 27, 28**
ICS, using to compose an EMAIL message **Services 43 through 47**
ID, User **Subscribing 1, New User Information 1**
Index, on through line **Menus 8, 9**
Inquiry **see Help or Billing**

KAYPRO™, CompuServe software for **Services 27, 28**
keyword, Index **Menus 8**

Line Feeds **Services 12**
locating subscriber User ID numbers, etc. **Services 19**
Logging Off **New User Information 17**
Logging On, CompuServe Network **New User Information 12**
Logging On, DataPac **New User Information 15**
Logging On, Telenet **New User Information 14**
Logging On, TYMNET **New User Information 13**
Logon Actions **Services 15, 16**
Logon Numbers, information on-line **Services 6, 7**
Logon, how to **New User Information 12 through 16**

Main Menu **New User Information 2, Menus 1**
MasterCard™ Billing Option **Subscribing 3, New User Information 21**
Menu, Business and Financial **Menus 3**
Menu, commands **Command Summaries 1 through 10**
Menu, Home Services **Menus 2**
Menu, Index **Menus 8, 9**
Menu, main **Menus 1, New User Information 2, Menus 1**
Menu, Personal Computing Services **Menus 4**
Menu, Services for Professionals **Menus 5, 6**
Menu, User Information **Menus 7**
Menu, what is a **New User Information 2 through 4**
Menu/Navigational Commands, summary **Command Summaries 9, 10**
MicroQuote Commands, summary **Command Summaries 11 through 13**

National Bulletin Board Commands, summary **Command Summaries 15**
National Bulletin Board **Services 91 through 94**
Navigational Commands, summary **Command Summaries 9, 10**
Network Telephone Numbers, locating on-line **New User Information 11**
Network, CompuServe **New User Information 12**
Network, DataPac **New User Information 15**
Network, problems **New User Information 17**
Network, Telenet **New User Information 14**
Network, TYMNET **New User Information 13**
Networks, communicating **New User Information 11**
News, about the Information Service **Services 1, 2**

Online Today, leave messages to advertisers **Services 8**
Online Today, magazine **Subscribing 1**
Option, billing **see Billing Option**
Ordering CompuServe products, guides, etc. **Services 4**
Osborne™, CompuServe software for **Services 27, 28**

Page Size **Services 13**
Parity **Services 12**
Password, about your **New user Information 5, 7**

Password, changing your **New User Information 6**
Password, information on-line **Services 4, 5**
Password, protecting your **New User Information 5, 6**
Password, using your **New User Information 5**
Personal Computing Services **Menus 4**
Prime Service **New User Information 1**
Printer Delays **Services 16, 17**
Private conversation, CB Simulator **Services 87, 88**
Professional Connection **Services 27, 28**

Radio Shack™ equipment, CompuServe **Services 27, 28**
Rates **New User Information 1**
Read Subscommands, summary **Command Summaries 6**
RETURN key **New User Information 1**
Routing Transit Number **Subscribing 4**

Search Field Subcommands, summary **Command Summaries 6**
Security, of your password **New User Information 5, 6**
Service Agreement **Subscribing 6**
Services for Professionals **Menus 5, 6**
SIG **See Forum**
Snapak **Subscribing 1**
Software, communications **Services 27, 28**
Special Interest Group **See Forum**
Standard Service **New User Information 1**
Starter Kit **Subscribing 1**
Subscriber Directory **Services 19**
Subscribing **Subscribing 1 through 6**
surcharges **Subscribing 1**
SysOps **Services 21, 22, 24, 26**
System Operators (SysOps) **Services 21, 22, 24, 26**

TALK, CB Simulator **Services 88**
Tandy™, CompuServe software for **Services 27, 28**
Telenet, logging on **New User Information 14**
Telephone Numbers, locating network numbers on-line **New User Information 11**
Teleray 1061 **New User Information 10, Services 11**
Terminal Parameters **Services 11**
Terminal Settings **Services 9 through 18**
Terminal Settings, first log on **New User Information 9, 10, 11, Services 10**
Terminal Settings, logon actions **Services 15**
Terminal Settings, terminal parameters **Services 11**
Terminal Settings, terminal types **New User Information 10, Services 11**
Terminal Types **Services 11**
Terminal Width **Services 11**
Terms of Agreement **Subscribing 6**
Tips on using the service **Services 2**
Today magazine **see Online Today**
Top Menu **New User Information 2, Menus 1, Services 15**
TRS-80™, CompuServe software for **Services 27, 28**
TYMNET, logging on **New User Information 13**

UPDATE newsletter **Subscribing 1**
Upper/Lower Case **Services 14**
Usage Tips **Services 2**
User ID Number **Subscribing 1, New User Information 1**
User Information Descriptions **Services 1**
User Information Menu **Menus 7**
User Option Subcommands, summary **Command Summaries 7**

VIDTEX compatible software **New User Information 10, Services 10, 11**
VIDTEX™ **Services 27, 28**
VISA™ Billing Option **Subscribing 3, New User Information 21**

What's New **Services 1, 2**

# Notes:

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**CompuServe**

5000 Arlington Centre Boulevard
Post Office Box 20212
Columbus, Ohio 43220
800/848-8990 (contiguous U.S.)
614/457-8650 (Ohio)
An H&R Block Company

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CompuServe

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| | Excellent | Good | Average | Fair | Poor |
|---|---|---|---|---|---|
| Organization of manual | | | | | |
| Appearance of manual | | | | | |
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| Completeness of information | | | | | |
| Quantity of illustrations | | | | | |
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| Level of detail compared to your own experience | | | | | |
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# CompuServe

**Reference Card**

## Quick Reference Words

Note "CIS" indicates a CompuServe Information Service menu page. (ES) indicates an Executive Service offering.

| Quick Word | Page Number | Description |
|---|---|---|
| AAMSI | SFP-5 | AAMSI Forum |
| ACCESS | COM-80 | CIS Public Access (program page) |
| ADCIS | EDU-7 | ADCIS Forum |
| AIRLINES | TRA-1 | CIS Travel Menu |
| ANTIC | ANT-1 | ANTIC Magazine |
| ARTS | HOM-30 | CIS Art & Literature Menu |
| ASCMD | SFP-7 | ASCMD Forum |
| ATARISIG | PCS-132 | Atari Forum |
| AVIATION | SFP-20 | CIS Aviation Menu |
| AVSIG | SFP-6 | Aviation Forum |
| BANK | MMM-15 | CIS Home Banking Menu |
| BANKING | MMM-15 | CIS Home Banking Menu |
| BANSHI | GAM-219 | Banshi Game (program page) |
| BILLING | BIL-1 | CIS Billing Information |
| BILOPT | BIL-6 | CIS Billing Options |
| BLACKDRAGON | GAM-590 | BlackDragon Game (program page) |
| BORLAND | BOR-1 | Borland International |
| BRAILLE | BRL-1 | CIS Braille Users Guides |
| BROKER | MMM-15 | CIS Brokerage Menu |
| BROKERAGE | MMM-15 | CIS Brokerage Menu |
| BUFFALO | GAM-19 | Flying Buffalo Game (program page) |
| BULLETIN | COM-6 | CIS Bulletin Board (program page) |
| BUSINESS | SFP-1 | CIS Business Menu |
| C64SIG | PCS-156 | Commodore 64 Forum |
| CASTLE | GAM-56 | Castle Telengard Game (program page) |
| CBIG | HOM-9 | CB Interest Group |
| CBMSIG | PCS-116 | Commodore Programming Forum |
| CEMSIG | PCS-54 | Computers & Electronics Mag. Forum |
| CLARKE SCHOOL | CSD-1 | Clarke School for the Deaf |
| COCO | PCS-126 | Color Computer Forum |
| COMMAND | CIS-20 | Command Summary Menu |
| COMMODITIES | MMM-50 | CIS Commodities Menu |
| COMMUNICATE | COM-1 | CIS Communications Menu |
| COMPUTERS | PCS-1 | CIS Computing Menus |
| CONFERENCE | CB-41 | CIS Conferencing |
| CP/M | PCS-47 | CP/M Forum |

| | | |
|---|---|---|
| **CPMSIG** | PCS-47 | CP/M Forum |
| **CQUOTE** | MMM-4 | Current Quotes |
| **CUPCAKE** | CUP-1 | Cupcake's Column (CB Society) |
| **DEAF** | CSD-1 | Clarke School for the Deaf |
| **DEFALT** | CIS-9 | CIS Defalt Program (Users Profile) |
| **DEFAULT** | CIS-9 | CIS Defalt Program (Users Profile) |
| **DEMOGRAPHICS** | SIT-1 | Demographics/SuperSite (ES) |
| **DIRECTORY** | CIS-50 | CIS Directory of Users (program page) |
| **DISCLOSURE** | DIS-1 | Disclosure II (ES) |
| **DOCUMENTATION** | ORD-1 | CIS Order Entry Program |
| **EARNINGS** | MMM-25 | CIS Earnings Projections Menu |
| **EASY** | COM-5 | EasyPlex |
| **EASYPLEX** | COM-5 | EasyPlex |
| **ECONOMICS** | MMM-25 | CIS Economics Menu |
| **EDUCATION** | EDU-1 | CIS Education Menu |
| **EMAIL** | COM-5 | EasyPlex |
| **EMMGR** | EM-71 | Electronic MALL Manager |
| **ENCYCLOPEDIA** | AAE-1 | Grolier's Academic American |
| **ENGINEERING** | SFP-30 | CIS Engineering Menu |
| **ENTERTAINMENT** | GAM-1 | CIS Entertainment Menu |
| **ENVIROMENT** | SFP-38 | Environmental Forum |
| **EPIE** | EPI-1 | EPIE Database |
| **EPIEFORUM** | EDU-16 | EPIE Forum |
| **FAMILY** | HOM-1 | CIS Family Menu |
| **FEED** | CIS-8 | CIS Feedback Program |
| **FEEDBACK** | CIS-8 | CIS Feedback Program |
| **FILES** | CIS-174 | CIS Personal File Area |
| **FINANCE** | MMM-20 | CIS Finance Menu |
| **FINHLP** | MMM-40 | Financial Help Menu |
| **FINTOL** | HOM-80 | Personal Finance Programs Menu |
| **FLIGHTS** | TRA-1 | CIS Travel Menu |
| **FOOD** | HOM-10 | CIS Food Menu |
| **FORUMS** | COM-10 | CIS Forums Menu |
| **GAMES** | GAM-1 | CIS Games Menu |
| **GAMSIG** | GSA-1 | GameSig Archives |
| **GOURMET** | HMS-1 | Electronic Gourmet |
| **HAMNET** | HOM-11 | Ham Radio Forum |
| **HANDICAPPED** | EDU-40 | CIS Handicapped Menu |
| **HEALTH** | HOM-1 | CIS Health Menu |
| **HEATHUSERS** | PCS-48 | Heath Users Group |
| **HELP** | CIS-4 | CIS Help & Instructions Menu |
| **HOBBIES** | HOM-60 | CIS Hobbies Menu |
| **HOBBY** | HOM-60 | CIS Hobbies Menu |
| **HOLLYWOOD** | HHL-1 | Hollywood Hotline |
| **HOME** | HOM-1 | CIS Home Menu |
| **HOTELS** | ATZ-1 | A to Z Hotels |
| **HOWTO** | CIS-20 | CIS Instructions Menu |
| **IBES** | IBE-1 | I/B/E/S (ES) |
| **IBMNOVICE** | PCS-129 | IBM Novice Forum |
| **IBMSIG** | PCS-131 | IBM Users Forum |
| **INDEX** | IND-1 | CIS Subject Index |
| **INFORMATION** | CIS-4 | CIS Information Menu |

| | | |
|---|---|---|
| **INSTRUCTIONS** | CIS-4 | CIS Instructions Menu |
| **INSURANCE** | MMM-20 | CIS Insurance Menu |
| **INTERESTS** | SFP-1 | CIS Other Interests Menu |
| **INTERFACE** | MMM-35 | CIS Software Interface Menu |
| **INVESTMENTS** | MMM-1 | CIS Investments Menu |
| **IQINTERFACE** | MMM-67 | CIS IQ Interface Program |
| **KESMAI** | GAM-260 | Kesmai Game (program page) |
| **LAWSIG** | SFP-40 | Law Forum |
| **LEGAL** | SFP-43 | CIS Legal Menu |
| **LEISURE** | TRA-10 | CIS Leisure Travel Menu |
| **LIBRARIES** | HOM-90 | CIS Home Reference Menu |
| **LOGON** | LOG-1 | CIS Log-on Information Menu |
| **LOTUS** | LTS-1 | World of Lotus |
| **LOVE** | COM-8 | LOVE Messages via EasyPlex |
| **M100SIG** | PCS-154 | Model 100 Forum |
| **MAGAZINES** | PCS-30 | CIS Electronic Publishing Menu |
| **MAIL** | COM-5 | EasyPlex |
| **MALL** | EM-1 | CompuServe's Electronic MALL |
| **MAUG** | PCS-51 | Apple Users Group |
| **MEDIA** | SFP-9 | CIS Media Services Menu |
| **MEDICAL** | SFP-50 | CIS Medical Menu |
| **MEDICINE** | SFP-50 | CIS Medical Menu |
| **MEGA1** | GAM-209 | MegaWars I Game (program page) |
| **MEGA3** | GAM-105 | MegaWars III Game (program page) |
| **MENU** | CIS-33 | CIS Personal Menu Program |
| **MONEY** | MMM-1 | CIS Money Menu |
| **MOVIES** | NMM-1 | Movie Reviewettes |
| **MQINTERFACE** | MMM-56 | MQinterface Program |
| **MQUOTE** | MMM-19 | MicroQuote |
| **MSOFT** | PCS-145 | MicroSoft Users Group |
| **MULTIPLE CHOICE** | TMC-1 | The Multiple Choice |
| **NCNB** | NCB-1 | North Carolina National Bank |
| **NETWORK** | LOG-74 | Network Information in LOG |
| **NEWS** | NWS-1 | CIS News Menu |
| **NEWSLETTERS** | NWS-40 | CIS Newsletters Menu |
| **NODES** | LOG-51 | CIS Node List |
| **NUMBER** | LOG-50 | CIS Telephone Numbers |
| **ONLINE** | OLT-4 | Online Today Magazine |
| **ORDER** | ORD-1 | CIS Order Entry Program |
| **ORDERING** | ORD-1 | CIS Order Entry Program |
| **ORDERS** | ORD-1 | CIS Order Entry Program |
| **ORLANDO** | ORL-1 | Discover Orlando |
| **OS9** | PCS-18 | OS9 Users Guide |
| **OTHER** | SFP-15 | CIS Other Interests Menu |
| **PANAM** | PAN-1 | Pan American Immigration Guide |
| **PASSWORD** | CIS-175 | CIS CHGPAS Program |
| **PER** | CIS-174 | CIS Personal File Area (command) |
| **PHONE** | LOG-50 | CIS Telephone Numbers |
| **PHONES** | LOG-50 | CIS Telephone Numbers |
| **PROFESSIONS** | SFP-1 | CIS Business/Interests Menu |
| **PROFILE** | CIS-40 | CIS Users Profile Menu |
| **PROJECTIONS** | MMM-25 | CIS Earnings Projections Menu |

| | | |
|---|---|---|
| **QUICK** | CIS-185 | CIS Quick Reference Words |
| **QUOTES** | MMM-5 | CIS Market Quotes Menu |
| **RACING** | RIS-1 | Racing Information Systems |
| **RATES** | BIL-4 | CIS Rates |
| **REAL ESTATE** | WIS-1 | Worldwide Investments |
| **REFERENCE** | EDU-1 | CIS Reference Menu |
| **RELIGION** | HOM-33 | Religion Forum |
| **RESERVATIONS** | TRA-1 | CIS Travel Menu |
| **ROCK** | ROK-1 | RockNet Database |
| **S&P** | MMM-11 | Standard & Poors |
| **SASF** | PSG-5 | Protection Forum (temporary) |
| **SASIG** | PCS-117 | Sofware Authors Forum |
| **SCI-FI** | HOM-29 | Science Fiction Forum |
| **SCIENCE** | EDU-13 | Science Education Forum |
| **SEAWAR** | GAM-319 | SeaWar Game (program page) |
| **SGTEX** | PCS-27 | Texas Instruments Forum |
| **SHOP** | SHO-1 | CIS Shopping Menu |
| **SHOPPING** | SHO-1 | CIS Shopping Menu |
| **SHOWBIZ** | SBQ-1 | Showbiz Quiz |
| **SIGCPM** | PCS-47 | CP/M Forum |
| **SIGS** | COM-10 | CIS Forums Menu |
| **SPORTS** | NWS-10 | CIS Sports Menu |
| **STATE** | DOS-1 | Department of State |
| **SUPERSITE** | SIT-1 | SuperSite Program (ES) |
| **TANDY** | TRS-1 | Tandy Newsletter |
| **TECHNOLOGY** | PCS-1 | CIS Technology Menu |
| **TELECUE** | EDU-12 | Telecue Forum |
| **TELEFORUM** | EDU-11 | TELE Forum |
| **TELEPHONE** | LOG-50 | CIS Telephone Numbers |
| **TERMINAL** | CIS-9 | CIS User Profile Program |
| **TICKER** | TIC-1 | Ticker Retrieval (ES) |
| **TODAY** | OLT-1 | Online Today Magazine |
| **TOP** | CIS-1 | CIS Top Menu |
| **TOPIC** | IND-1 | CIS Subject Index |
| **TOUR** | TOU-1 | CIS Tour |
| **TOURS** | TOU-1 | CIS Tour |
| **TRAVEL** | TRA-1 | CIS Travel Menu |
| **USERINFORMATION** | CIS-4 | CIS Instructions Menu |
| **USERS** | CIS-50 | CIS Users Directory |
| **VACATION** | TRA-1 | CIS Travel Menu |
| **VERSION** | VID-108 | CIS Vidtex Program |
| **VETSIG** | VET-600 | Military Veterans Forum |
| **VIDEO** | HOM-70 | CIS Video Information Menu |
| **VIDTEX** | VID-1 | CIS Vidtex Information |
| **VLINE** | MMM-10 | ValueLine |
| **VLINFO** | MMM-16 | ValueLine Information |
| **WEATHER** | WEA-1 | NOAA Weather Wire |
| **WESIG** | PCS-117 | Whole Earth Software Forum |
| **WESTCOAST** | WCT-1 | West Coast Travel |
| **WHIZ** | EDU-24 | Whiz Quiz |
| **WINE** | HOM-10 | CIS Food and Wine Menu |
| **WINEFORUM** | HOM-163 | Bacchus Wine Forum |

# CompuServe

## Reference Card

- Bulletin Board
- CB
- Public Access
- Weather

### National Bulletin Board Commands (GO BULLETIN)

These are the commands for the National Bulletin Board:

| Command | Explanation |
|---|---|
| HELP | gives you help on all the other commands used in the bulletin board. For example, HELP BROWSE will give you a brief description of BROWSE and how to use it. HELP is available at any menu within the bulletin board. |
| CHECK | checks for messages you have posted. |
| SET | sets the way information is displayed on your screen and which text editor you wish to use when composing messages. |
| SCAN | offers a quick look at the numbers and keywords of all the messages posted as well as the User IDs of the people posting them and the dates posted. |
| BROWSE | is similar to SCAN, except that it pauses after each message and asks if you'd like to read it. |
| READ | allows you to read a message. For example, READ 124 will display message number 124 on your screen. |
| KEYWORD | gives you a list of all the keywords of the messages currently on the board. |
| COMPOSE | is the command that lets you write a message for the board. |
| EDIT | after you have written the message, allows you to change it, using the same edit commands you use in EasyPlex. |
| POST | lets you place the message on the board. |
| ERASE | removes one of your messages. |
| EXIT | leaves the bulletin board and returns to the regular service. |

## CB and Conferencing Commands (GO CB)

Here are the commands used in the CB Simulator.

| Command | Explanation |
|---|---|
| **/STA** | (status), gives you a list of the number of users on each channel. |
| **/TUN** | tunes to a new channel. For example, /TUN 6 would move you to channel 6. |
| **/MON** | monitors a channel other than the one you are on. You can monitor up to two channels at a time. (/MON 1,2 would monitor channels 1 and 2.) |
| **/UNM** | unmonitors a channel. |
| **/USERS** | displays a list of all users by job number, name, node and User ID number. |
| **/WHERE #** | displays the status line of a person with a specified User ID or job number. |
| **/WHO** | gives the name and user ID of the last person who transmitted on the channel to which you are tuned. |
| **/JOB** | displays the special number assigned to you when you logged into the conference area. |
| **/UID** | displays the User IDs of everyone who transmits a message. |
| **/NOUID** | "turns off" /UiD. |
| **/SQU name**<br>**or**<br>**/SBU User ID** | prevents you from seeing transmissions of a certain user. |
| **/TALK** | allows you to talk privately with another user. (/TALK 43 would notify the person with Job 43 that you wanted to talk.) |
| **/PAGE #** | notifies the person with the specified job number that you are online. |
| **/NOPAGE** | prevents anyone from paging you. |
| **/SCR (code)** | places you in scramble mode and enables you to send and receive messages from any other user who had scrambled on the same code word on that particular channel. |
| **/XCL (code)** | allows you to monitor a scrambled conversation while transmitting and receiving on a public channel. |
| **/SMC (code)** | allows you to monitor a public channel and transmit and receive scrambled conversations. |
| **/DAY** | displays the current time. |
| **/BAND #** | takes you to the other CB band. |
| **/HELP** | gives you a list of CB commands. |
| **/EXI** | exits conference mode and return to the regular services. |
| **/OFF** | logs you off the system. |
| **/GO mm-n** | leaves CB and goes to another page in the system |

## Public Access Commands (GO ACCESS)

These are the commands available when you use the Public Access database of public domain software and articles.

### Examining and Retrieving Files

| Command | Explanation |
|---|---|
| BRO | browses thru files. After you enter this command, you will be prompted for keywords of the files you are searching for and an AGE parameter. |
| COP | copies a Public Access file into your Personal File Area. |
| DOW | downloads a file. You'll have an opportunity to specify the transfer by CompuServe's "B" Protocol, XMODEM or RAM buffer. |
| KEY | searches the list of keywords used in Public Access. |
| REA | reads a file, displays its contents on the screen. |
| SCA | scans the files. You can specify a particular file, such as S FILENAME.EXT and use optionals such as "/key:keyword" and "/age:number" of days. |
| SUB | submits a file that already exists in your Personal File Area to Public Access. Will prompt you for keywords and a description. |
| UPL | uploads a file from a disk in your microcomputer, using either CompuServe's "B" Protocol, XMODEM or the RAM buffer. |

### Other commands

| Command | Explanation |
|---|---|
| ERA | erases a file that you have placed in Public Access. |
| EXI | exits Public Access |
| HEL | displays additional information about Public Access |
| SET | sets Menu and brief mode. SET is followed by one of these options — BRIEF, NO BRIEF, MENU, NO MENU, PAUSE, NO PAUSE. |
| ? xxx | retrieves additional information on a specified commands, such as "? SET". (? ALL will provide helpful information about all the commands used in Public Access.) |

## Weather Codes (GO WEATHER)

Many of the forecasts in the National Weather Service database are abbreviated. Entering "HELP" at the prompt will provide additional information.

Here are the codes necessary for translating a forecast:

| Code | Explanation |
|---|---|
| **A** | Fair |
| **B** | Partly Cloudy |
| **C** | Cloudy |
| **J** | Snow Showers |
| **N** | Windy |
| **R** | Rain |
| **S** | Snow |
| **T** | Thunderstorms |
| **U** | Sunny |
| **V** | Clear |
| **W** | Showers |

The Precipitation Probability report, for instance, contains a 2.5 day forecast. A typical forecast might read:

```
BC 048/030 045/034 045 14112
```

The digits following the letter represent the minimum and maximum temperatures for the next 2 1/2 days. In the example:

"048/030" means a low of 30 and a high 48 on the first day.

"045/034" means a low of 34 and a high of 45 on the second day.

"045" is the maximum temperature for the third day.

After that is a five-digit code. Interpret it this way:

The first two digits are the forecaster id number (14)

The third digit is the probability of precipitation in the next 12 hours (in the example, 1 means 10 percent POP).

The fourth digit is the POP for the hours 12 through 24 (10 percent)

And the last digit is the POP for hours 24 through 36 (20 percent)

Many of the weather database forecasts will request a code for a city or state. You can get a list of the codes by entering LIST at the prompt. Another option lets you search for the codes of specific cities.

# CompuServe

## Reference Card

## Forums

A Forum on CompuServe's Information Services is used to enhance communications between specific individuals with similar interests. Each Forum offers messaging, bulletins, "real time" conferencing, and information storage and retrieval. The messaging feature of a Forum allows you to electronically store or leave messages for other Forum members. You can also read messages left by other members. Bulletins may be posted by the Forum administrator concerning Forum information and events. The Conference mode is for interactive discussions with other members currently online in the Forum. Information storage and retrieval is available in the Data Library area.

Sub-Topics, which are dedicated to areas of specific interest within the general topic area of the Forum, partition the messaging, conference and Data Library functions. You can choose any of the following functions from the Forum's top menu.

| Command | Function | Explanation/Options |
|---|---|---|
| L | Leave A Message | Enter text one line at a time and press the carriage return key to submit the line. You can correct errors by backspacing and re-entering the text before the carriage return key has been pressed. A message can have a maximum of 96 lines or 2500 characters, whichever comes first. You are prompted for To: and Subject:, (up to 24 characters each).<br>Options:<br>**S** stores message.<br>**Sn** stores message in Sub-topic "n". (The name of the Sub-topic replaces "n".)<br>**SP** stores privately. You are prompted for the PPN (or User ID number) of the user to whom you are sending the message.<br>**SU** stores message unformatted.<br>**A** aborts message. |

| Command | Function | Explanation |
|---|---|---|
| R | Read Messages | **RF** reads messages in forward serial order (from oldest to newest).<br>**RFn** reads messages in forward order from message "n".<br>**RR** reads messages in reverse serial order (from newest to oldest).<br>**RRn** reads messages in reverse order from message "n".<br>**RN** reads all new messages. New messages are those stored since the last time you read messages.<br>**RM** reads messages marked specifically for your User ID.<br>**RI** reads an individual message. You are prompted for the message number.<br>**RS** reads message by searching. You are prompted for the search key of To:, Subject:, or From:.<br>**RT** reads thread of messages. A thread consists of a string of messages in response to an original message.<br>**QS** quick scans messages. You will be prompted for a starting message number.<br>After reading a message, you may then:<br>**UA** uses address only to send a reply. This should be used when responding to part of a message. You are prompted for a new subject.<br>**RE** replies to this message. This should be used when you want to use the same header information.<br>**T** returns to the top Forum menu.<br>**C** continues with next message. Press the carriage return key to achieve the same result.<br>**D** deletes the message. This option is available only if the message was sent by you or for you.<br>**NS** does not stop between messages. Scrolling continues until a message that was sent by you or for you is accessed.<br>**RA** reads message again.<br>**RP** reads previous message of the thread.<br>**RR** reads reply. If anyone has replied to the current message, the RR option displays the reply message(s). Successive RR's display subsequent reply messages. |
| CO | Conference Mode | Conferencing is a "real time" mode of communication. Each Sub-Topic has two "channels" or "rooms" for conference discussions. When CO is requested, the system identifies the channel/room and the number of active users there. All options in CO are prefaced with a /. |

| Command | Function | Explanation/Options |
|---|---|---|
| **CO** (continued) | | /**EXI** exits CO and returns to top menu.<br>/**GO mm-n** allows you to exit CO and go to a specific page on the system.<br>/**HAN** or /**NAME** allows you to change your CO name or "handle". Your Forum membership name is used if you do not specify a change with this command.<br>/**HELP** receives all CO options.<br>/**JOB** receives your job # status.<br>/**MON n** listens to other channels/rooms. "n" indicates the channel/room number.<br>/**OFF** exits CO and logs off of the system.<br>/**SBU m,n** squelches by user PPN. "m,n" indicates the PPN of the user.<br>/**SQU xxx** squelches by name "xxx".<br>/**SCR xyz** scrambles on key "xyz".<br>/**SMC xyz** clears /SCR on key "xyz".<br>/**XCL xyz** unscrambles receiver on key "xyz".<br>/**UNS** unscrambles all.<br>/**ROOM** types status of users in this Conference room.<br>/**STA** types status of users on this channel.<br>/**TALK n** talks privately with one other user. "n" designates the user's job number.<br>/**TIM** types time, day and date.<br>/**UID** displays User ID with message.<br>/**NOUID** stops display of User ID.<br>/**USERS** types a status report of all users.<br>/**USERS n** types user status of channel/room "n".<br>/**WHO** types PPN of last talker. |
| **DL** | Data Library | Each Sub-Topic has a data library that contains files of information pertinent to the Sub-Topic area. The following options are available:<br>**DES** gives a description of the particular Data Library.<br>**BRO** browses through file headers. A file header contains a description of the file, keywords, PPN of submittor, number of accesses and date of submission.<br>You are prompted for a search string; /KEY: — keywords and/or /AGE: — days since submission. Pressing the enter/return key defaults these options allowing you to browse all files beginning with the most recent submission in a reverse chronological order. |

| Command | Function | Explanation/Options |
|---|---|---|
| **DL** (continued) | | Browse options:<br>**R** reads file.<br>**D** downloads (see additional information on upload/download).<br>**T** returns to top DL menu.<br>Press the carriage return key to continue browsing file headers.<br>**DIR** provides a directory listing of files in the particular Data Library.<br>**UPL** uploads a new file. A filename must be included with this command. An uploaded file goes into a preview area until the SYSOP/Forum Administrator reviews it and merges it into the Data Library. See additional information on upload/download.<br>**DOW** downloads a file. You will be prompted for a file name.<br>**HEL** displays a help message.<br>**DL** changes to another Sub-Topic Data Library.<br>**EXI** exits DL and returns to the Forum top menu. |

## Upload/Download

When uploading or downloading files, a communications protocol type is requested. The options are:

**Xmodem** Christensen's protocol (e.g. PC Talk, Crosstalk)
**A** CompuServe's A protocol (e.g. some CP/M packages)
**B** CompuServe's B protocol (e.g. Vidtex)
**DC2/DC4** Buffer capture protocol (e.g. LDOS, SmartCom 3)

Following a successful upload, you are prompted for a description of the file and the keywords associated with it. These are attached to your file and remain in the preview area until the SYSOP/Forum Administrator acts upon them.

| Command | Function | Explanation/Options |
|---|---|---|
| **B** | Bulletins | Bulletins are posted by the SYSOP/Forum Administrator containing information about the Forum. The bulletin menu is as follows:<br>1) Short bulletin<br>2) Long bulletin<br>3) Conference bulletin<br>4) Data Library bulletin<br>5) Membership bulletin<br>Press the enter/return key to return to the top menu. |
| **V** | Member Directory | The Member Directory contains information about the users of the Forum. |

| Command | Function | Explanation/Options |
|---|---|---|
| **V** (continued) | | Options are:<br>**A** adds your interests. You are prompted for your name, state and interests pertaining to the Forum.<br>**C** changes your interests. You are prompted for information.<br>**D** deletes your entry.<br>**S** scans all members. You are prompted for a search string. If you want to scan all members, press the enter/return key.<br>**T** returns to top command menu. |
| **OP** | Optional Command Mode | The Optional Command Mode allows settings specific to your own PPN within the Forum to be changed. Changes are effective only for the current session unless the P (permanent) option has been requested from the menu.<br>**BR** sets brief mode. This suppresses display of command, sub-command and option menu.<br>**NB** sets no brief mode. This returns the display of menus.<br>**LL** changes line length.<br>**NL** sets number of lines per page.<br>**FIL** uses Filge editor to compose messages.<br>**SED** uses Forum editor to compose messages.<br>**DS** sets a default Sub-topic. Upon entry to the Forum, you will default to a specific Sub-topic.<br>**CN** changes your name within the Forum.<br>**PC** changes your prompt character.<br>**MEN** sets to menu mode and displays menus.<br>**RNS** RN (read new) command skips messages you left.<br>**RNT** RN (read new) command types messages you left.<br>**TWM** types waiting messages. Upon entry to the Forum, messages waiting for you are typed.<br>**MWM** marks waiting messages. Upon entry to the Forum, messages waiting for you are marked for retrieval with the RM command.<br>**ST** stops scrolling between messages.<br>**NS** does not stop between messages.<br>**P** makes options permanent. Options remain for future sessions until you change them. To change any optional setting, enter the appropriate option. |
| **SS** | Set Sub-Topics | There are eleven Sub-Topics within each Forum which distinguish specific areas of interest. Selecting SS provides a listing of all the Sub-topics of the SIG/Forum. You can also default to a Sub-Topic by specifying a number from 0 to 10. SS may be used to set specific Sub-topics when reading messages. |

## Additional Commands

| Command | Explanation |
|---|---|
| **Help, H** or **?** | displays the "help" file(s). |
| **I** | displays a summary of the Forum commands. |
| **NEWnewfile** | provides a listing of new features contained in a new version of the Forum software upon its release. |
| **MI** | displays Forum membership information. |
| **UST** | lists all those currently using the Forum (user status). Included in the information is a user's job number, PPN (User ID), node name and program name. (e.g. Job - 28, User ID - 70006,313, Node - T10ACH, PRGM - SIG). |
| **SEN** | sends a one-line note. This is a command which may be used to send a one line note to anyone currently in the Forum. The command must be followed by the Job number that the receiver is running. (For example, SEN 28 Hi there! Want to go to CO!) Use UST to get the receiver's job number. |

## Log-Off Commands

| | |
|---|---|
| **LOG** | logs you off of the system and displays the User ID: prompt. |
| **OFF** | disconnects from the system and drops carrier. |
| **BYE** | disconnects from the system and drops carrier. |
| **GO xxx** | goes to page xxx. |
| **M** | returns to previous menu of system. |
| **EXIT** | returns to previous menu of system. |

## Control Keys

| | |
|---|---|
| Control P | aborts output and returns you to function command level. |
| Control S | suspends output immediately, stops scrolling. |
| Control Q | restarts output (scrolling) after a Control S. |
| Control A | suspends output at the end of current line. |
| Control W | restarts output after a Control A. |
| Control O | allows user to skip message text while retrieving. |
| Control U | aborts input file and deletes line you are entering. |
| Control V | displays input line. This control character is particularly helpful in CO. |

## Glossary

**SYSOP/Forum Administrator** is a person responsible for operating the Forum.

**PPN** is the Project, Programmer Number, also known as the User ID.

**Data Library** is a collection of data files which includes a description file. Each data file within a Data Library includes a description and keywords.

**Protocol** is a set of communication rules governing the transfer of data between two computer devices via uploading or downloading.

**Unformatted** is a term used to describe the manner in which a message can be stored. This type of storage leaves the message as text without reformatting to the maximum screen width of terminal.

**Upload** is a procedure used to transfer data from a microcomputer to a Forum's Data Library.

**Download** is a procedure used to transfer data from the Forum's Data Library to a microcomputer.

**Conferencing** is a mode of communication which allows simultaneous users to "talk" to each other by typing in their discussion via the computer keyboard. Forum conferencing is very similar to CB radio or telephone conference calls except that you are typing instead of speaking.

# CompuServe

## Reference Card

- Navigation
- Control
- Edit
- EasyPlex

### CompuServe Navigation Commands

The navigation commands are the same almost everywhere in CompuServe Information Service. Here is a summary of the commands that can be entered at most ! prompts:

| Command | Function | Explanation |
|---|---|---|
| T | TOP | TOP menu page. Works the same as the Quick Word TOP. From virtually anywhere in the system, this command will take you directly to the first page of CompuServe Information Service (CIS-1). |
| M | MENU | Previous MENU. This command goes back to the menu page that points to the current page. |
| G | GO | GO n . . . GO directly to page "n". "N" may either be an address and number together, like TRS-1, or a number alone. The latter will refer to the current information provider. |
| H | HELP | displays more information on the commands. |
| S | SCROLL | S n . . . SCROLLs from item "n". This will output pages continuously until the last page in a series is reached. If you are at a menu page, "n" specifies the menu item to scroll from. |
| OFF | OFF | disconnects you from CompuServe. |
| F | FORWARD | FORWARD a page. Displays the next page in a series of pages. A single Enter will do the same thing. |
| B | BACKWARD | returns to the page preceding the current page. |
| P | PREVIOUS | goes to the PREVIOUS item from last selected menu. For example, if 5 was the last choice, PREVIOUS will display item 4. |
| R | RESEND | RESENDs the current page. This is useful if the current page has scrolled off the screen or after a HELP command. |

## CompuServe Control Characters Commands

Control characters are entered by holding down the control key on your keyboard and pressing a specific letter key. (Some microcomputer keyboards don't have a CONTROL key. Consult the manual for your computer and your terminal software for the alternate key to use.)

The control characters which are most often used on CompuServe Information Service are:

| **Control Character** | **Explanation** |
|---|---|
| Control C | interrupts the display so that you can enter another menu selection or command. |
| Control U | deletes the line which you are typing. |
| Control V | redisplays a partial line and allows you to continue typing it. |
| Control H | backspaces, deleting the character that was there. (Note that the character may not disappear from your screen, but it is no longer recognized by the system after you've used Control H.) |
| Control A | temporarily freezes the display at the end of the current line. A Control Q will resume the display. |
| Control S | temporarily freezes the display immediately, even in the middle of a line. Again, Control Q resumes the display. |
| Control O | stops the display immediately. (Unlike Control A and Control S, this one can't be resumed.) |

## EDIT (or FILGE) Commands

EDIT (also called FILGE) is used in a number of CompuServe programs. Here are the primary commands.

| **Command** | **Explanation** |
|---|---|
| **/TYPE** | displays the entire text of the file. |
| **/EX or /EXIT** | is used to close the file you have written. |
| **/HELP** | gives you extensive HELP files on all the commands available. |
| **/T** | positions the line pointer at an imaginary line just before the first line of the file. This allows you to insert new lines above the current first line of the file. |
| **/Pn** | displays a specified number (n) of lines in the file. If n is omitted, only the current line will be displayed. For example, a "/P3" will display three lines starting with the current line. |
| **/L/String** | scans the lines following the current line one-by-one until the system finds the first occurrence of the specified string. To display the line located, give the print command (/P). |
| **/C/Oldstring/Newstring** | replaces any specified string in the current line with a new string. Remember: Oldstring = the string to be replaced, Newstring = the replacement string. If omitted, then Oldstring will be erased. |
| **/A/String** | adds the specified string to the end of the current line. The line pointer will remain on that line after the command is executed. |
| **/Dn** | deletes the number of lines specified starting with the current line. The pointer will be positioned at the line following the last line erased. N is the number of lines to be erased. If omitted, only the current line is erased. |
| **/B** | moves the line pointer to the last line of your file. |
| **/Nn** | meaning NEXT, moves your line pointer down the file a specified number of lines from its current position. |

## EasyPlex Commands (GO EASYPLEX)

EasyPlex, the electronic mail service, can be operated in novice mode (with full menus), intermediate mode (with abbreviated prompts) and advanced mode (with a simple command prompt).

Here are the functions of EasyPlex.

### Reading commands

| Command | Explanation |
|---|---|
| **BROWSE** | displays the header of messages one at a time, with an "Action" prompt at the end of each. |
| **DELETE** | removes EasyPlex messages from the mailbox. |
| **DOWNLOAD** | enables you to copy a file from EasyPlex on your personal computer, using VIDTEX. |
| **READ** | displays messages one at a time with an "Action" prompt following each one. |
| **RECEIVE** | displays all messages continuously. |
| **SCAN** | displays headers of all messages without an "Action" prompt. |
| **UNDELETE** | saves a message that is accidentally deleted. Must be entered before you leave EasyPlex program. |

### Writing and Posting

| Command | Explanation |
|---|---|
| **COMPOSE** | writes an EasyPlex message. |
| **EDIT** | enables you to edit messages you've COMPOSEd for mailing. |
| **EXIT** | closes EasyPlex messages. Must be preceded by a slash (/) |
| **SEND** | posts the EasyPlex message you've COMPOSEd. |
| **TYPE** | re-displays a message you're composing. Must be preceded by a slash (/), as /TYPE |
| **UPLOAD** | enables you to send a file from your computer to EasyPlex with VIDTEX |
| **USE** | enables you to mail a file that already exists in your Personal File Area. |

### Other commands

| Command | Explanation |
|---|---|
| **ADDRESS** | enables you to create and change your online Address Book. |
| **BYE** | leaves EasyPlex and logs off CompuServe. |
| **HELP** | displays additional information on each command. |
| **OFF** | leaves EasyPlex and logs off the system. (Same as BYE). |
| **SET** | specifies users options such as operation modes, kind of line editor, etc. |

# CompuServe

**Reference Card** MicroQuote

## Microquote Commands (GO MONEY)

These are the command options available to you at the PROGRAM prompt of MicroQuote:

### Financial Information Commands

| Command | Explanation |
|---|---|
| BONDS | Lists bonds for specific issuers |
| CUSIP | Searches for and displays CUSIP numbers or ticker symbols for the issues you specify |
| DEFINE | Provides data descriptions |
| DIVIDEND | Shows dividends, stock splits and interest paid for issues you specify |
| EXAMINE | Gives a description of a specified issue |
| PRICE | Displays the price and dividend information for issues |
| QQUOTE | Provides current day prices on issues |
| QUOTES | Provides multiple security quotes |
| RENAME | Allows you to rename a MicroQuote file |
| S&P | Provides Standard & Poor's company evaluations |
| STATS | Provides a price summary within specific time frames |
| VLANN | Displays Value Line annual financial reports |
| VLDATA | Displays Value Line data retrieval information |
| VLFORE | Display Value Line forecasts |

### File Maintenance Commands

| Command | Explanation |
|---|---|
| CATALOG | Prints a list of your MicroQuote file names on your screen |
| COPY | Copies the files you specify |
| DELETE | Removes MicroQuote files you specify |
| DIRECTORY | Shows you a list of your MicroQuote file names, the storage amount of each, as well as the last day each was accessed or changed and the protection level if non-standard |
| EDIT | Allows you to create and edit files |
| FILTRAN | Lets you upload or download files to and from MicroQuote, using the "B" Protocol available in CompuServe's VIDTEX and Professional Connection software |
| PROTECT | Allows you to raise or lower the protection level on your MicroQuote files |
| QPORT | Lets you build and evaluate a portfolio of issues |

## Navigation and Display Commands

| Command | Explanation |
|---|---|
| **BRIEF** | Abbreviates your prompts (suggested for experienced MicroQuote users only.) |
| **BYE** | Exits MicroQuote and logs you off CompuServe |
| **DATA** | Takes you to the data retrieval program |
| **DETAIL** | Turns off the BRIEF mode and displays full prompts |
| **GO** | Leaves MicroQuote and takes you to another part of the system |
| **TELPLT** | Provides plotting (for users of Telidon equipment) |
| **TERMINAL** | Lets you set certain terminal parameters while using MicroQuote |
| **TYPE** | Displays the contents of a specified file |
| **VIDPLT** | Allows you to produce plots using MicroQuote information and your CompuServe Professional Connection or VIDTEX software |

## Help Commands

| Command | Explanation |
|---|---|
| **CHARGES** | Tells you your MicroQuote charges for the current session |
| **COMMANDS** | Lists the available features in MicroQuote |
| **DOC** | Displays documentation and demonstrations of MicroQuote |
| **INFO** | Provides information on MicroQuote's premium program charges |
| **MQUREP** | Provides highlights of MicroQuote |
| **NEWS** | Displays the latest MicroQuote news when applicable |
| **VLINFO** | Gives you more information on Value Line |

# CompuServe

**Reference Card**

- TRAVELSHOPPER
- OAG
- Comp-u-store

## TravelShopper Commands (GO TRAVEL)

TWA's TRAVELSHOPPER uses these single-letter codes:

### Navigation and Help

| Command | Explanation |
|---|---|
| E | exits TRAVELSHOPPER and return to the CompuServe main menu from anywhere in the TRAVELSHOPPER system. |
| H | displays a further "HELP" explanation of your current page in TRAVELSHOPPER. |
| M | returns to TRAVELSHOPPER's Main Menu to enter a new command. This option is available from almost every page in TRAVELSHOPPER. |

### Flight information and booking

| Command | Explanation |
|---|---|
| A | requests available flights and makes your reservation. |
| B | checks your TWA Frequent Flight Bonus (FFB) mileage and current bonus programs available to help you build your mileage total. |
| F | requests all fares and fare restrictions for one specific airline or a comparison of fares for all airlines. |
| P | lets you look at or change your reservation. |
| R | makes a reservation if the specific flight information and codes are known. |

## Official Airline Guide Electronic Edition Commands(GO TRAVEL)

There are two categories of OAG EE commands, those for retrieving airline schedule data and those for information about fares. Here are the steps to follow with this database.

### Schedule information commands

```
  /S Enter
  ENTER DEPARTURE CITY NAME OR CODE;

 New York Enter   or NYC Enter
  ENTER DESTINATION CITY NAME OR CODE:

 Los Angeles Enter   or LAX Enter
  ENTER DEPARTURE DATE:

 15 DEC Enter
  ENTER DEPARTURE TIME:

 8 AM Enter
```

At this point, OAG EE displays the list of direct flights from New York to Los Angeles which depart on Dec. 15 at about 8 a.m. Each flight OAG EE finds will be on a numbered line by itself. Now you can enter one of the following options:

| Command | Explanation |
|---|---|
| **CX** | gives details about connecting flights |
| **X#** | gives details about a specific flight found. The # means insert the number next to the flight you wish more information about |
| **X1** | gives you details about the first flight OAG EE found. If the database has found five flights, you could also enter X2, X3, X4, etc. |
| Enter | (leaving the line blank) lists the flights departing LATER than 8 a.m. but will all the other specifications. |
| — | lists flights departing EARLIER than 8 a.m. but with the other specifications. |
| **F1** | displays the fare of the first flight found. (Also could be F2, F3, etc.) |
| **RS** | prompts you for return flight information. |
| **/Q** | exits OAG EE and returns you to the previous menu. |
| + | lists flights departing LATER than the ones shown. |

## Fare Information Commands

```
  /S [Enter]
  ENTER DEPARTURE CITY NAME OR CODE;

New York [Enter]  or NYC [Enter]
  ENTER DESTINATION CITY NAME OR CODE:

Los Angeles [Enter]  or LAX [Enter]
  ENTER DEPARTURE DATE:

15 DEC [Enter]
```

OAG EE now will display a menu of the fare types applicable to your specifications. You then enter the number of that menu selection and the database will list the fares, airlines, service types and airlines' fare codes for the item you've selected. Following that information, you have these options:

| **Command** | **Explanation** |
|---|---|
| **S1** | displays the flight schedules for the trip specified in your first three steps that ALSO have the fare type you've just specified. |
| **L#** | displays limitations on the fare type you've specified. |
| [Enter] | (a blank line), lists fares higher than the previous choice. |
| **—** | lists fare lower than the previous choice. |
| **RF** | lists fares, airlines, service types and airline fare codes for the return flight departure, destination and date. |
| **M** | displays the fare menu again. |
| **/Q** | exits OAG EE |

## Comp-u-store Commands (GO SHOP)

These are the commands available in the Comp-u-store feature:

### Navigation and Help commands

| Command | Explanation |
|---|---|
| **TOP** | To return to the top of the directory you have been shopping |
| **HELP** | To display all commands valid where you are shopping |
| **EXIT** | To log off Comp-u-store OnLine |
| **BACK n** | To back up (n) screens |
| **TO MAIN** | To go to the Main Directory |
| **TO NEW** | To see What's New |
| **TO INFO** | To go to the Information Booth |

### Shopping and Ordering commands

| Command | Explanation |
|---|---|
| **TO SHOP** | To go to the Shopping Directory |
| **TO STORE** | To go to Comp-u-store |
| **TO BEST** | To go to Best Buys |
| **TO MALL** | To go to Comp-u-mall |
| **TO DRUGS** | To go to the Drugstore |
| **TO TRAVEL** | To go to Discount Travel |
| **TO GAMES** | To go to the Amusements Directory |
| **ORDER** | To process a stored order-valid in Comp-u-mall only |
| **REVIEW** | To review the current menu you are shopping |
| **DISPLAY** | To display products selected |

# CompuServe

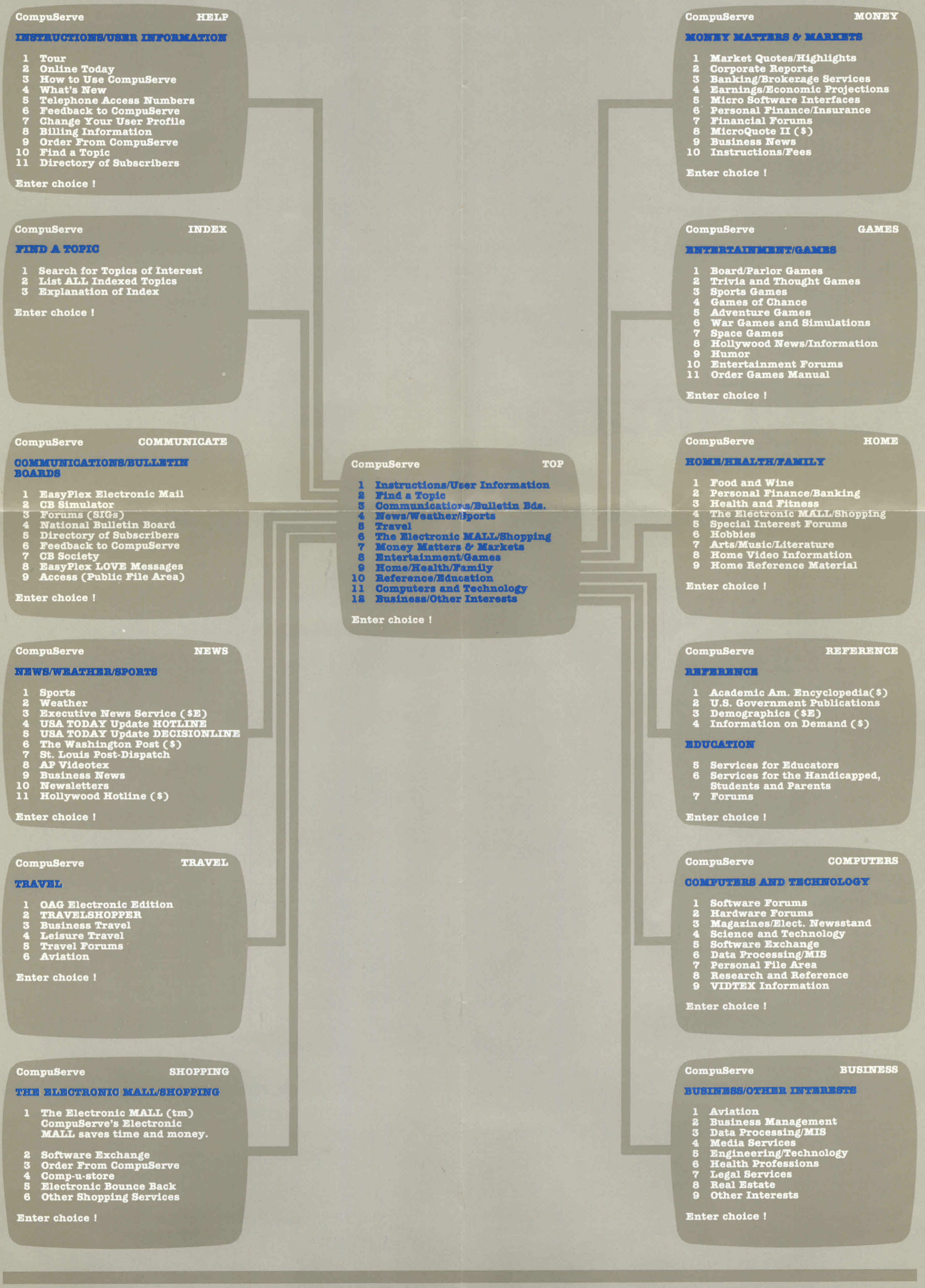
**Information Service**

## Service Configuration Diagram

The enclosed map of our online product areas will acquaint you with the primary menus of the CompuServe Information Service. A second, more comprehensive guide, the System Configuration Wall Chart, is also available. It includes an additional tier of menus which list more specific destinations in the world of CompuServe. To order the Wall Chart, GO ORDER at any ! prompt.

# THE FIRST CHOICE OF A NETWORK NATION

This diagram of key Information Service screens is your map to online information and entertainment. Use it as a handy reference for finding where you are, where you've been or where you're heading. Before the trip! You can save yourself valuable time and avoid frustration by always knowing where you're bound and how best to get there.



```
CompuServe                    HELP

INSTRUCTIONS/USER INFORMATION

 1  Tour
 2  Online Today
 3  How to Use CompuServe
 4  What's New
 5  Telephone Access Numbers
 6  Feedback to CompuServe
 7  Change Your User Profile
 8  Billing Information
 9  Order From CompuServe
10  Find a Topic
11  Directory of Subscribers

Enter choice !
```

```
CompuServe                   INDEX

FIND A TOPIC

 1  Search for Topics of Interest
 2  List ALL Indexed Topics
 3  Explanation of Index

Enter choice !
```

```
CompuServe             COMMUNICATE

COMMUNICATIONS/BULLETIN
BOARDS

 1  EasyPlex Electronic Mail
 2  CB Simulator
 3  Forums (SIGs)
 4  National Bulletin Board
 5  Directory of Subscribers
 6  Feedback to CompuServe
 7  CB Society
 8  EasyPlex LOVE Messages
 9  Access (Public File Area)

Enter choice !
```

```
CompuServe                    NEWS

NEWS/WEATHER/SPORTS

 1  Sports
 2  Weather
 3  Executive News Service ($E)
 4  USA TODAY Update HOTLINE
 5  USA TODAY Update DECISIONLINE
 6  The Washington Post ($)
 7  St. Louis Post-Dispatch
 8  AP Videotex
 9  Business News
10  Newsletters
11  Hollywood Hotline ($)

Enter choice !
```

```
CompuServe                  TRAVEL

TRAVEL

 1  OAG Electronic Edition
 2  TRAVELSHOPPER
 3  Business Travel
 4  Leisure Travel
 5  Travel Forums
 6  Aviation

Enter choice !
```

```
CompuServe                SHOPPING

THE ELECTRONIC MALL/SHOPPING

 1  The Electronic MALL (tm)
    CompuServe's Electronic
    MALL saves time and money.

 2  Software Exchange
 3  Order From CompuServe
 4  Comp-u-store
 5  Electronic Bounce Back
 6  Other Shopping Services

Enter choice !
```

```
CompuServe                     TOP

 1  Instructions/User Information
 2  Find a Topic
 3  Communications/Bulletin Bds.
 4  News/Weather/Sports
 5  Travel
 6  The Electronic MALL/Shopping
 7  Money Matters & Markets
 8  Entertainment/Games
 9  Home/Health/Family
10  Reference/Education
11  Computers and Technology
12  Business/Other Interests

Enter choice !
```

```
CompuServe                   MONEY

MONEY MATTERS & MARKETS

 1  Market Quotes/Highlights
 2  Corporate Reports
 3  Banking/Brokerage Services
 4  Earnings/Economic Projections
 5  Micro Software Interfaces
 6  Personal Finance/Insurance
 7  Financial Forums
 8  MicroQuote II ($)
 9  Business News
10  Instructions/Fees

Enter choice !
```

```
CompuServe                   GAMES

ENTERTAINMENT/GAMES

 1  Board/Parlor Games
 2  Trivia and Thought Games
 3  Sports Games
 4  Games of Chance
 5  Adventure Games
 6  War Games and Simulations
 7  Space Games
 8  Hollywood News/Information
 9  Humor
10  Entertainment Forums
11  Order Games Manual

Enter choice !
```

```
CompuServe                    HOME

HOME/HEALTH/FAMILY

 1  Food and Wine
 2  Personal Finance/Banking
 3  Health and Fitness
 4  The Electronic MALL/Shopping
 5  Special Interest Forums
 6  Hobbies
 7  Arts/Music/Literature
 8  Home Video Information
 9  Home Reference Material

Enter choice !
```

```
CompuServe               REFERENCE

REFERENCE

 1  Academic Am. Encyclopedia($)
 2  U.S. Government Publications
 3  Demographics ($E)
 4  Information on Demand ($)

EDUCATION

 5  Services for Educators
 6  Services for the Handicapped,
    Students and Parents
 7  Forums

Enter choice !
```

```
CompuServe               COMPUTERS

COMPUTERS AND TECHNOLOGY

 1  Software Forums
 2  Hardware Forums
 3  Magazines/Elect. Newsstand
 4  Science and Technology
 5  Software Exchange
 6  Data Processing/MIS
 7  Personal File Area
 8  Research and Reference
 9  VIDTEX Information

Enter choice !
```

```
CompuServe                BUSINESS

BUSINESS/OTHER INTERESTS

 1  Aviation
 2  Business Management
 3  Data Processing/MIS
 4  Media Services
 5  Engineering/Technology
 6  Health Professions
 7  Legal Services
 8  Real Estate
 9  Other Interests

Enter choice !
```

CompuServe